

Inspection report for Children's Home

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Inspector	Michelle Spruce
Type of inspection	Random

Date of last inspection	10/12/2010
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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

The home was registered in September 2008 and is part of the provision operated by the local authority. The home provides care for up to two young people aged between eight and 17 years of age on admission, who have emotional and behavioural difficulties. The home is a semi-detached property and it has the benefit of being indistinguishable from its neighbours. The home is located on a quiet road in a suburban area, a short walk from local amenities and bus routes to the city centre. It has front and back gardens, is not overlooked and has a large grassed area opposite.

On the ground floor there is a kitchen/diner and a lounge. On the first floor there are three bedrooms and a bathroom. Young people have their own separate bedrooms and the third bedroom is used as an office as well as a staff sleeping-in room.

Two young people were living at the home at the time of this inspection and contributed to the inspection.

Summary

The overall quality rating is good.

This is an overview of what the inspector found during the inspection.

This was an unannounced interim inspection. The main purpose of the inspection was to inspect all of the national minimum standards in the outcome area staying safe. There were two young people present during the inspection. The outcome judgement for staying safe is good.

This is a good service and young people receive a good level of care. The home provides good representation for young people to have their voice heard externally to the home. As a result young people feel listened to.

The positive relationships with staff clearly provide stability and support and promote the safety and well-being of young people. Systems in place protect and safeguard with well managed risk which helps to keep young people safe.

There were no actions or recommendations set at the last inspection. However, there are some areas which are to be addressed despite the judgment of good and as a result there is one action and one recommendation which has been made at this inspection.

Improvements since the last inspection

There were no actions or recommendations set at the last inspection in December 2010.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The home has robust safeguarding procedures in place and staff care about the safety and welfare of young people. There are good links with outside agencies including social worker, advocate and the police who work together with the home to ensure young people are safe. When young people go missing staff are clear on the procedure and time line for reporting. They are in regular contact with young people to establish their safety and whereabouts. Where this is unknown, measures are in place to help reduce the risk to young people's safety. Staff receive training in safeguarding and know the procedures to effectively support young people who may be at risk. Young people know how to complain and say they 'feel listened to'. There is a clear accessible complaints procedure which young people fully understand which helps protect them from the risk of harm or abuse. The young people's guide gives details of how and who young people can complain to including details of different agencies and help lines. Young people have their rights represented well and receive regular support from advocacy services; this promotes their rights and keeps young people safe. The home has a clear anti-bullying procedure. Young people do not feel that bullying is an issue in the home. Staff have regular meetings to discuss any concerns relating to bullying and risk assessments are clear and detailed highlighting areas of concern to monitor and manage, therefore keeping young people safe.

Staff have good relationships with young people and present as positive role models. As a result young people respect staff and demonstrate socially acceptable behaviour. All staff receive training in physical intervention and use de-escalating techniques to diffuse difficult situations; as a result incidents of physical intervention are low. Young people say physical intervention is 'only used as a last resort and it's to keep them safe from harm to themselves or others'. Young people receive praise for positive behaviour and rewards are given. Sanctions are fair and appropriate and the Registered Manager monitors unreasonable sanctions, as a result discussions take place and action is re-evaluated. This keeps young people safe.

Staff respect young people's privacy and dignity and always knock the door before entering. All young people have keys to their own bedrooms and have access to both showering and bathing facilities. Young people understand the reasons for room

searches and this keeps them safe. Staff undertake room searches and they are recorded in line with the standards. The Registered Manager works hard to improve the recording systems to provide details of young people's comments. The home has a portable telephone for young people to make private calls. This promotes their privacy and dignity. Confidential information is stored securely and locked away to ensure its safety. Staff are vigilant in ensuring that access to the office is restricted and lock the door when not in use. As a result this protects confidential information.

The home has monitoring procedures in place to ensure the environment is safe. All risk assessments are detailed and comprehensive and cover a variety of control measures to eliminate or minimise risk. There is a 'tip' sheet that briefly identifies short strategies for controlling risk. For example; bullying, violence and aggression. This helps to keep young people safe. Health and safety checks carried out ensure the home is safe. However, there are some areas of concern in relation to the roof tiles that have become loose and a work top which has a sharp corner; this presents hazards potentially harmful to young people, staff and visitors. Installations and equipment are serviced as required. Fire safety checks are completed regularly and ensure the safety of all who use the building. However, some fire doors do not close sufficiently into the frame, this has the potential to put young people, staff and visitors at risk in the event of a fire.

The recruitment process provides a system to monitor and evaluate staff during the recruitment stage by close vetting. Systems allow for records to be scrutinised and safeguard and protect young people against potential harm and abuse.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

What must be done to secure future improvement?

Statutory Requirements

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
26	ensure the registered person shall make adequate arrangements for the maintenance of all fire equipment, this is in particular relation to the fire doors. (Regulation 32.1(c)(iv))	31/03/2011

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that positive steps are taken to keep young people, staff and visitors safe from hazards, this is in particular relation to the roof tiles and the work top. (NMS 26.1)