

Inspection report for children's home

Unique reference number	SC386522
Inspection date	15/01/2013
Inspector	Denise Jolly
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/08/2012
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Service information

Brief description of the service

This service is a privately run children's home. The home provides long-term care and accommodation for three children who may have emotional or behavioural difficulties.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

At the last full inspection, the home was judged as inadequate. The home has made good progress to address all eight requirements to improve the conduct of the service, alongside all seven recommendations to improve the practice of the home.

The organisation has appointed a qualified manager, who has applied to register with Ofsted. Managers have constructed a comprehensive action plan, to ensure that they systematically and effectively address all areas of shortfall identified within the service. Managers are creating additional plans to sustain progress made and ensure that there is continuous development in the quality of care offered to young people. The home continues to progress and offers a more professional and inclusive approach to the care of young people.

Under the leadership of managers, staff work hard to gain the confidence and trust of all young people and to listen to their concerns and complaints. All young people have worked with their keyworkers to understand how to complain about the home and the staff. Staff have responded more effectively to concerns raised by young people and all complaints have been appropriately managed and resolved. When

necessary, managers inform all relevant professionals, including Ofsted, about complaints made against staff. This transparency ensures that young people benefit from impartial scrutiny of their complaints and protects their wellbeing. Managers and those who visit on behalf of the provider regularly seek feedback from young people about the home. They review any complaints made by young people to ensure that there is good progress towards a satisfactory conclusion.

Staff have attended training in providing first aid. Young people have their health protected by suitably qualified staff. In addition, staff benefit from a reviewed and refreshed training programme that reflects the needs of the service. For example, staff requested training in bereavement to improve their knowledge about how to enhance the support they can offer to young people who have experienced loss.

Managers oversee record keeping and plans for young people. Key workers maintain clearer and more up-to-date recording, which has improved staff knowledge of the key elements of individual care plans. Young people contribute to their written plans and managers are developing new tools to gather young people's evaluation of the plans in place. Managers have revised the admission and discharge register, to record the movement of young people in and out of the home.

Managers ensure that they use published procedures for responding to allegations of abuse. This means young people have their concerns raised promptly with appropriate protection professionals. Therefore, staff protect young people from potential harm more effectively. In addition, although restraint is not used and sanctions are rare, staff provide clear and detailed accounts of all disciplinary measures they impose on young people. Young people promptly discuss each incident with managers and engage in identifying solutions to restore good relationships in the home. Behaviour management plans for young people identify key areas for progress and involve the young people in identifying strategies to support positive change.

Young people continue to benefit from improved outcomes including full attendance at school, prompt attention to their health needs and where possible, contact with family members. When difficulties arise, such as concerns for their emotional wellbeing, or if young people suffer bereavement, staff support them in sensitive and pro-active ways. When necessary, staff seek additional support from appropriate professionals to enhance the considerable care and nurturing that they offer.

Managers provide robust and regular supervision and appraisal of staff performance. A review of roles and responsibilities of staff has contributed to a development plan that includes the appointment of a deputy manager to the home. Managers demonstrate a commitment to improve staff performance and consistency of approach, by effective modelling of good practice. They embed progress through high expectations of staff, reflective supervision and performance targets that are routinely reviewed in line with improved outcomes for young people.

Managers regularly audit records, consult with young people and other stakeholders and monitor the conduct of the home. Managers routinely monitor progress, by

tracking the development of the service against improved outcomes and opportunities for positive change in the lives of young people.

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.