

Inspection report for Children's Home

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Inspector	Norma Welsby
Type of inspection	Random

Date of last inspection	27/01/2010
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You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

This children's home is situated on a main road in a residential area. It is a detached property with four bedrooms and is operated by a private company that has several other children's services throughout the country. The service is registered to provide long term care and accommodation for two children between the ages of 10 years and 17 years of age.

Two young people currently live in the home and were attending college during this inspection.

Summary

The overall quality rating is good.

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

At this unannounced interim inspection, staying safe was examined and judged good. There were no actions or recommendations made at the last inspection.

The service continues to work very positively with young people to keep them safe. Staff provide a safe and nurturing home and young people benefit from a range of opportunities that help them to develop key skills in preparation for adulthood. There is a stable management team, with supportive external links, and staffing is flexibly deployed to best meet the changing needs of young people. There are no actions or recommendations as a result of this inspection.

Improvements since the last inspection

There were no actions or recommendations made at the last inspection in January 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 service has robust policies and procedures in place to keep young people safe. Staff are thorough and competent in their practices and work hard to encourage

young people to develop personal responsibility for their own safety and wellbeing.

Staff promote the privacy of young people well and respect their right to have personal information treated with confidentiality. Staff speak about young people in a caring and respectful way. Young people know that they are expected to reciprocate this behaviour and maintain positive relations with staff and also with family and peers. Young people can lock their bedroom door and are able to keep information privately and securely in their bedrooms.

There is an established and thorough complaints procedure that is well known to young people. Staff and young people have an open and positive rapport. Young people feel that any issues raised are responded to quickly and effectively.

The service has comprehensive safeguarding policies and procedures to support and protect young people. Staff are very knowledgeable and proactive in this area, supporting young people at many levels. Key worker sessions are used to good effect to enable young people to feel more confident and to develop key skills and strategies to keep themselves safe. Annual refresher training is provided to all staff and the service has established excellent links with the local safeguarding team and other professionals.

The company operates a zero tolerance policy in respect of bullying. Young people have access to appropriate information and staff help them to expand their awareness of what constitutes bullying. Staff are very mindful of the new challenges that young people experience, for example as they move on to college. They support young people to adapt to these changes and ensure they have the knowledge and skills to respond appropriately to difficult situations.

There are robust systems in place to protect young people who go missing from home. This occurs infrequently at this setting. Risk assessments are in place along with individualised protocols that have been agreed with relevant professionals, including the local police. Young people are aware of the procedures staff must follow if such an event occurs. Staff encourage young people to discuss their actions as part of a debriefing process.

Staff and young people enjoy excellent rapport and young people are clear about the standard of behaviour that is expected. Young people are given clear and consistent boundaries. Incentives are agreed and positive behaviour is rewarded. All staff receive on going training in physical intervention. Staff only use restraint as a last resort and at the lowest level possible to defuse the situation and keep young people safe.

The home provides a comfortable and spacious environment. There is a rolling programme of redecoration and repairs that maintains attractive and safe standards throughout. Routine tests and servicing is well organised and documented evidence is retained for inspection. Staff and young people regularly participate in fire drills.

Safe recruiting and vetting procedures are in place and records appropriately

maintained. This supports the view that young people are protected within their home environment.

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.