

Inspection report for children's home

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Inspection date	27 January 2010
Inspector	Norma Welsby
Type of Inspection	Random

Date of last inspection	14 May 2009
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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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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.

Summary

During this interim inspection the home's response to the actions and recommendations made at the key inspection in May 2009 was discussed. In addition Staying Safe was also examined and continues to be judged as good. The young people who live at this home achieve good outcomes from their placement. Staff provide a safe and nurturing environment and young people are given a range of opportunities to develop key skills in preparation for adulthood.

The overall quality rating is good.

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

Improvements since the last inspection

At the key inspection three actions and three recommendations were made. The home has responded well to these areas and has made improvements that raise outcomes for young people.

Helping children to be healthy

The provision is good.

At the key inspection two actions were made in relation to the management and administration of medication. The Registered Manager was asked to ensure that all prescribed medication has the pharmacists dispensing instructions (label) attached to the item. The Registered Manager liaised with the pharmacist and this has been addressed. In relation to occasional medication, the registered manager had been asked to ensure that the home's record include the time that any occasional medication, such as painkillers, is administered to a young person. Again this matter has been fully addressed by the introduction of a new book, in which the format allows staff to record the specific timing of the medication been taken.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

There are good policies and procedures in place to ensure that young people are safe. Staff are thorough and competent in their practices and also work hard to encourage young people to keep themselves safe.

The home promotes the privacy of young people well. The staff team are mindful of the age of the young people and are respectful of their need for personal space and their right to have personal information treated with confidentiality. Staff speak to the young people in a caring and respectful way and instil these values in young people so that they learn to respect their own peers, family and staff.

There is an established and thorough complaints procedure accessible to young people, their families and professionals. Child friendly forms are not in place. This was raised at the last key inspection as a good practice recommendation and is on the company agenda to address. However, young people and staff have a very open rapport, which means that any issues that young people do raise are managed quickly and effectively.

Child protection procedures are in place and staff take their responsibility to keep young people safe very seriously. Staff confirmed that have had appropriate training and have access to written procedures. The home has very good links with the local safeguarding team and other professionals. Staff use key worker sessions and young person's meetings to good effect to discuss with young people about the importance of staying safe and how they can keep themselves safe.

A policy to counter bullying is in place and young people are aware that bullying is not acceptable. Staff work hard to help young people develop their awareness of bullying and to also feel confident to respond appropriately if they become victims of bullying.

The home has robust systems in place to protect young people who go missing from home. Records demonstrate that appropriate action is taken and staff follow clear protocols. Young people are well supported and have the opportunity to discuss the reasons for their absence, both with the home's staff and independent professionals.

Staff encourage young people to develop socially acceptable behaviour through clear and consistent guidance and boundaries. Staff and young people enjoy an excellent rapport and their relationships are built on honesty and mutual respect. Positive behaviour is rewarded with recognition and rewards that are meaningful to the individual.

The home provides a comfortable, spacious and safe environment. A rolling programme of decorating and upgrading is in place. Good attention is given to routine tests and services. Following a previous recommendation, staff who drive the house car, are being provided with training to assess their safety and competence.

Comprehensive staff recruitment procedures, including clearance checks, are followed with all checks having to be in place before a new member of staff starts working with young people. Following an action raised at the last key inspection, evidence of safe recruiting procedures is now maintained on site.

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 good.

This is a well managed service that provides ongoing opportunities for staff to benefit from further training. At the key inspection a recommendation was made that the service provide clear arrangements for staff to deputise in the Registered Manager's absence. As well as a full time deputy, the home is supported by an experienced team, two of whom are pursuing either National Vocational Qualification (NVQ) 4 in the Care of Children and Young People or NVQ 2/3 in Team Leadership. This means that there is always an experienced member of staff on duty.

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 meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

There are no recommendations.