

Inspection report for children's home

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Inspection date	2 December 2009
Inspector	Julia Toller
Type of Inspection	Random

Date of last inspection	16 June 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

The home is registered to provide accommodation for young people of either sex, between the ages of eight to 17 years with emotional or behavioural difficulties.

It is situated within walking distance of the town centre and is well served by public transport.

There is good access to local amenities including schools, shopping and leisure facilities. The home is a well maintained two bedroom, two storey, mid-terrace property. The lounge, dining room, kitchen and bathroom are on the ground floor, with two bedrooms on the first floor. The smaller of the two bedrooms serves as a staff office sleep-in room facility. There is a yard/patio area at the back of the house which is paved and concrete.

Summary

At this unannounced interim inspection, all key standards were not inspected, the inspection focussed on how the service has addressed the actions and recommendations made at the last key inspection and the outcome area of staying safe was assessed. This is a good service overall.

Young people benefit from positive relationships with staff, they are afforded a range of facilities and opportunities to encourage and support a healthy lifestyle, to develop their life skills and to reach good outcomes from education.

Staff benefit from a good level of training and support, they work well with other professionals to meet the complex and holistic needs of young people in areas such as emotional and physical wellbeing.

The overall quality rating is good.

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

Improvements since the last inspection

No actions were raised at the last inspection, but five recommendations were made regarding meals eaten by young people, medication training for staff, restraint training, educational opportunities for young people and staff supervisions.

This inspection showed that there is an adequate record of meals eaten by young people, and that staff have received training in the safe handling storage and administration of medication. This ensures that the health needs of young people are promoted, monitored and met.

The statement of purpose shows that young people will not be physically restrained at the home, however staff have attended training in non-violent crisis intervention, this promotes the welfare and safety of young people and staff at the home.

Young people are involved in education with staff playing a pro-active role in maintaining their placements so that young people are achieving and are successful.

Staff are receiving regular supervision sessions, this provides them with an opportunity to discuss any issues they may have and also for the manager of the home to ensure that young

people are receiving a consistent approach from all staff and being cared for in line with their placement plans.

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.

Staff create a warm and open environment where young people are treated with respect and are supported in every day decisions about their lives. Staff encourage young people to talk about any problems they have and work together to sort them out, whilst being aware of potential safeguarding issues and the need to involve relevant professionals. This helps to promote an open atmosphere where young people develop skills for adult life.

Staff respect young people's privacy and confidentiality in a way that is consistent with good parenting, and the need to protect young people. Young people make and receive telephone calls in private and are given space and time to be alone when they wish.

Staff fully understand about their roles and responsibilities to promote and safeguard young people's welfare, receiving training in how to safeguard young people, including recognising the signs and symptoms of abuse. They provide a good level of supervision for young people based on their age to make sure they are safe in the home and in the community. They give young people good advice about personal safety. Staff respond appropriately to any serious concerns about young people's safety and let parents, the police and social workers know about serious events involving young people.

Bullying is not an issue at the home. Where staff are concerned that bullying may be an issue, risk assessments are completed and updated regularly to ensure that young people are kept safe. Staff make use of opportunities, such as conversations with young people to address bullying in a proactive manner, this reduces the risks associated with these behaviours and creates an open atmosphere for young people to discuss issues concerning them.

Young people are provided with information about their rights and how to deal with their concerns through the complaints procedure. They know how to make a complaint if they are unhappy, including making a complaint to the placing authority. This allows the manager to monitor any recurring issues that may need to be rectified.

Staff act as positive role models and use effective communication skills to encourage young people to develop socially acceptable behaviour. They place great emphasis on building positive relationships with young people and understanding young people's behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable.

Staff praise young people when they do well and reward them. They also reassure young people when they are upset and help them deal with their anxieties and frustrations in a positive way. Staff do not condone unacceptable behaviour and assist young people to learn to manage their behaviour and solve problems. This means that young people are clear about what is expected of them and how to achieve positive outcomes.

Young people live in a safe and secure environment. Systems are in place for the regular testing of fire safety equipment and training for staff in fire safety awareness. Good systems are in place for the vetting of visitors and people wishing to work at the home, this makes sure young people are protected.

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 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.