

Inspection report for Children's Home

Unique reference number	SC386837
Inspection date	16/02/2011
Inspector	Shaun Common
Type of inspection	Random

Date of last inspection	22/10/2010
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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 provides care and accommodation for two young people of either sex, aged between 10 and 17 years. The home is owned and managed by a private company.

The property is a semi-detached house with access to local amenities. The home comprises of three separate bedrooms, washing facilities, kitchen, lounge and dining area. To the front of the home there is off-road parking available for staff cars and to the rear of the property is an enclosed garden.

There were two children present during this inspection.

Summary

The overall quality rating is good.

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

This unannounced interim inspection examined the outcome area of staying safe. It also looked at the progress the setting has made with the recommendations made at the last inspection in October 2010. These related to staff training, qualifications, supervision and personal development plans, fire safety, deputising arrangements and maintenance of the home. The provision has taken appropriate action to resolve some but not all of these matters.

Being healthy, enjoying and achieving, positive contribution, economic wellbeing and organisation were not assessed during this inspection.

Improvements since the last inspection

The registered persons were asked to make a number of improvements at the last inspection. Recommendations related to: ensuring staff are trained in safe food handling and hygiene; fire drills are carried out regularly; staff receive formal supervision to the level required and have personal development plans and that the interior of the home is suitably maintained. These matters have been addressed and help to ensure young people are well cared for and kept safe.

The registered persons were asked at the last inspection to ensure arrangements are in place for staff to deputise for the Registered Manager and a sufficient number are qualified in their role. These matters have not been addressed and recommendations will be made again about these matters in this report.

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.

Young people have access to a telephone to keep in touch with people important to them. Their information is stored securely; they are treated with dignity and afforded privacy. There is a record keeping process in place regarding the searching of a young person's possessions for their welfare and safety if needed. There have been no searches since the last inspection.

A complaints procedure is available that is known and understood by staff. This assists them in supporting young people where needed. However, the procedure does not include a number of matters such as precluding someone subject of a complaint from being involved in its investigation. It does not include how complaints against the manager and responsible individual are to be handled. Young people have satisfactory information about complaints. They have access to complaint forms and have not made any complaints since the last inspection. The information for young people does not contain matters such as what happens if they make a complaint about staff, the manager or responsible individual. They can access the system which helps to promote and protect their rights.

Young people stated they feel safe at the home. A copy of the Local Safeguarding Children Board procedure and the home's child protection procedure are available. These are accessible to staff who understand them and this helps them to keep young people safe. An anti-bullying policy is in place that is also known and understood by staff to help them keep young people safe. There have been no bullying incidents at the home.

Absence without authority procedures are in place that are known and understood by staff, which helps them safeguard young people. There have been no absences of young people accommodated. Where previous young people have gone missing, records are fully completed and show the action taken by staff to keep young people safe.

Young people have good relationships with staff. Behaviour management policies are in place that show how staff will support young people to develop socially. Sanction records are up to date and show measures imposed are appropriate. Restraint records are fully completed and show physical intervention used is appropriate. However, jargon is used in the records, which means young people and others may not understand what is recorded. Additionally, young people do not have the opportunity to write their comments or sign the sanction and restraint records so that they develop understanding and responsibility.

Risk assessments are carried out on young people's likely and known activities and of the home's premises and grounds. Appropriate control measures are recorded that shows how staff will keep young people safe. Health and safety matters are managed well to keep young people safe. For example, maintenance and checks are carried out on portable electrical appliances and the homes fixed wiring. Regular fire drills take place that include staff and young people so they know what to do to keep themselves safe.

There has been one new staff member recruited since the last inspection. Recruitment processes are satisfactory. Checks are carried out on new staff; however there are some shortfalls. For example, a full employment history is not in place and checks were not carried out to ascertain the reason for leaving previous roles working with children.

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
16	revise the complaints procedure to include the matters in this regulation and in NMS 16.3 (Regulation 24)	31/03/2011
27	obtain for all staff, before they start work at the home, all the information set out in this regulation; specifically items 4 and 6 of Schedule 2. (Regulation 26)	31/03/2011

Recommendations

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

- revise complaints information provided to young people to include a summary of the matters set out in NMS 16; specifically bullet points 2, 3, 5 and 9 (NMS 16.3)
- ensure that where sanctions or restraint are used, young people are encouraged to write or have their views recorded and sign their names in the records kept by the home (NMS 22.14)
- ensure that jargon is not used to describe any method of physical intervention (NMS 22.9)
- ensure there are clear arrangements for staff to deputise in the Registered Manager's absence (NMS 29.2)
- ensure a minimum ratio of 80% of all care staff have completed their National Vocational Qualification in Caring for Children and Young People at level 3. (NMS 29.5)