

Inspection report for Children's Home

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Inspector	Paul Scott
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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

This home is a purpose built premises to accommodate children and young people with autism, learning disabilities, and physical disabilities. It is a substantial property built with these needs at the forefront of planning and construction. The home is a two-storey building; the first floor consists of a lounge for watching television and relaxing, with patio doors to the garden area, a dining room which also has patio doors, a kitchen area, a quiet area with touch screen computer and internet access, a sensory room, a classroom and a staff office. There is a large garden and play area with outside play equipment in the gated grounds.

There is a lift to the first floor where bedrooms, staff sleep-in accommodation and the manager's office are located. The home has sufficient washing, toileting and bathing facilities including a wet room and specifically designed rise and fall sink and bath. The house is situated in a residential area close to shops, public transport and community facilities. It also has dedicated transport for the children and young people.

Summary

The overall quality rating is good.

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

This visit was an interim inspection and was unannounced. The main focus of the inspection was on how well the home promotes and safeguards young people's welfare. It also looked at the progress the home has made with the actions and recommendations made at the last inspection. These related to restraint records, recruitment of staff, the policy on privacy and confidentiality, placement plans and regulation 34 monitoring.

This service is good at meeting the diversity of needs demonstrated by the group of young people receiving care. It provides a safe caring home environment where young people are protected from harm. Young people are treated with respect and dignity and are cared for by a team of knowledgeable and well trained staff who provide good support and individualised care in a sensitive and safe manner. The safety and well-being of young people is given the highest priority. Good policies and procedures and detailed written plans enable staff to practice in a way that ensures young people's welfare is promoted and protected. Staff take a positive approach to managing young people's challenging behaviour. This is a notable strength.

Improvements since the last inspection

Actions made at the last inspection have been positively addressed. Written restraint records now include the duration of any restraint that takes place. Also,

improvements to the system for recruiting staff mean that a full and comprehensive employment history is gained before a member of staff starts work in the home.

Three good practice recommendations were also made. Consequently, there is a clear policy on intimate care that includes guidance for staff on managing personal matters for disabled children. The manager undertakes monthly checks to monitor the operation of the home. These checks are now more thorough and identify any shortfalls and actions to address them.

One good practice recommendation has been carried over. Placement plans still do not clearly state cultural, religious, and racial needs and how they will be met.

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 are treated with dignity and respect. The home has a variety of policies in place in relation to promoting dignity and the expectations for staff to meet these needs. Individualised and comprehensive assessments and care planning systems ensure the personal needs of young people are met in a sensitive and safe manner. Information about young people is managed confidentially and stored securely in the office.

Complaints are well managed. Information about how to complain is available to young people and their families. Staff work hard to enable young people to express their views and are very good at recognising when young people are unhappy and address these concerns quickly.

The service promotes the welfare of young people and protects them well. Clear policies and procedures and access to regular training results in staff that are knowledgeable about child protection and safeguarding issues. Young people's individual needs are well noted and known to staff who provide individually tailored approaches to keeping young people safe. Staff work together with parents and other professionals to protect young people from harm and promote their well-being.

Staff are vigilant and provide young people with a high level of supervision to ensure they are free from bullying. Unauthorised absence has never been a problem at the home. Clear written guidance mean that staff know how to respond in the event of a young person going missing from the home.

The main issues for the home revolve around the diversity and complex needs of young people using the service and the management of behaviour. The service

meets these challenges well through adaptive and reflective practice. Staff are experienced in caring for young people's individual needs. They know the young people well and respond to their needs by using praise, encouragement and reward. Sanctions are not used. Inappropriate behaviour is dealt with on an individual basis, usually with verbal reminders and prompts. The use of restraint is low. Staff are trained in a behaviour management technique. They are aware of the importance of de-escalation and effectively use these techniques to manage young people's challenging behaviour.

Young people live in a very safe environment. They are protected by a comprehensive range of detailed health and safety procedures and risk assessments for staff to follow. Staff carry out regular health and safety checks. Fire check records are up-to-date and all young people and staff have been involved in fire drills and evacuation of the home.

The home's procedures for the recruitment and selection of staff are now robust. All staff are thoroughly vetted before they are appointed to ensure that they are safe to work with vulnerable young people.

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?

Recommendations

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

- ensure that placement plans clearly state cultural, religious, and racial needs and how they will be met. (NMS 2.1)