

Inspection report for children's home

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Inspection date	19/03/2013
Inspector	Natalie Burton
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	29/11/2012
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Service information

Brief description of the service

This home is operated by a private organisation and is registered to provide care and accommodation for two young people with emotional and/or behavioural difficulties; it is operated in line with a clear therapeutic model. The organisation also provides a registered school around which its homes in this area are based.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **satisfactory progress**.

At the last inspection in November 2012, the overall rating for the service was judged as good, with three recommendations made.

The service has appropriately addressed the recommendations raised at the previous inspection. Young people have up-to-date placement plans that provide staff with clear information regarding the identified needs of young people, and how these will be met. Young people's known needs are discussed within case management meetings, and targets are agreed. For example, improvement to health needs through motivating the young person to drink specified amounts of water, is re-enforced by an incentive. Young people benefit because they are cared for in line with their placement plans, targets are measurable, and information is effectively shared between parties.

The Registered Manager has made improvement to the storage of complaints records. This is because they are written in a bound book, and additional paperwork

to complaints are stored appropriately in a separate file. As a result there is a clear system for managing confidential information.

Young people and those significant to them are adequately involved in the development of the home. This is because management seek their views and wishes through questionnaires and taking action from their feedback. In addition, young people are involved in house meetings, staff handovers, key work sessions and purchases for the home. Discussions with young people include the choice of a computer console. This benefits young people, as they feel their views are acted upon in the day-to-day running of the home.

As a result of this inspection, a further requirement and recommendation is made. The service, does not consistently clearly record all of the actions taken and the outcome when complaints have been made. For example, not all areas of the complaint have been robustly and comprehensively investigated. As a result, it is not clear if young people and those significant to them are satisfied with the outcome of the complaint, or that the complaint has been fully investigated. This has the potential for young people to not feel that they have been listened to fully.

Young people are provided with a well-furnished home. Young people say they are happy with their bedrooms, and that they can decorate them if they want to. However, some areas of the home are not well maintained. For example, some walls have stains on them from liquid or food, and other parts have chipped paint. As a result young people are not consistently provided with a home that is well maintained and decorated.

Since the last inspection, the service has appointed a Registered Manager. Staff have a clearer understanding of the needs of young people, with staff engaging and motivating young people to access more activities, within the community. Young people are provided with opportunities to take appropriate risks, within a safe and structured environment. This is in particular regard to independence skills. For example, some young people progress to using public transport to access educational provision. This benefits young people's transition into independence. Young people say they are 'happy', they feel safe and they have good relationships with staff.

Areas for 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 person(s) must comply with the given timescales.

Reg.	Requirement	Due date
24 (2001)	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation.	26/04/2013

	(Regulation 24 (5))	
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Recommendations

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

- ensure the home provides a comfortable and homely environment and is well maintained and decorated. (NMS 10.3)

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.