

Inspection report for children's home

Unique reference number	SC389781
Inspector	Juanita Mayers
Type of inspection	Interim
Provision subtype	Children's home

Registered person	The Qalb Short Break Services Ltd
Registered person address	35 Beaufort Court Admirals Way South Quay Waterside London E14 9XL
Responsible individual	Yasmin Choudhry
Registered manager	Mohammed Faizur Rahman
Date of last inspection	19/03/2014

Inspection date	19/03/2015
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

At the last full inspection the service was judged good for overall effectiveness. Three requirements were made; the management have successfully addressed all three requirements. The management and staff team continue to demonstrate a strong commitment to maintaining and improving the already outstanding quality of care for young people.

The service provides a welcoming, warm and stimulating atmosphere. The physical environment is well suited to young people's needs. It combines all the practical arrangements necessary to meet a range of different physical and emotional needs, together with a fun, stimulating and relaxing space where young people are happy and safe during their short break.

Staff are experienced and have longevity in the home. They receive training to enable them to have a thorough knowledge of the needs of autistic young people. This allows them to have make and have realistic goals for young people, who are then able to have a real sense of achievement when goals are reached.

Staff take time to understand and get to know young people well before they come on a short break; they work closely with parents and schools and take time to visit parents and observe young people in education. The knowledge gained enables them to settle young people in the home in a safe and comfortable way.

Planning for the short break is good. Time is taken to ensure young people have choice of bedrooms, which they can personalise with their own belongings. Young people treat the service as their own home and are encouraged to make use of all aspects of it.

Parents comment that the staff are always keen to know and understand any

changes in young people's routine and care; they seek to keep themselves updated and ask parents questions to ensure this happens. One parent says, 'Staff have always done well by my daughter through mutual understanding with the family and school.'

Young people have access to a wide variety of activities in the home, the locality and the wider community. Staff plan carefully, taking fully into account young people's preferences. Young people are encouraged to fully participate in all activities. A staff member commented that, 'We aim to provide activities that are new and exciting for the young people. We are aware that for many parents these would be difficult to arrange or manage.' Activities range from visiting picnic areas, petting farms to trips on the London Eye. Young people have good individual risk assessments and are kept safe both in and out of the home when participating in activities; they have been no missing or safeguarding incidents.

Staff are aware of the nurturing and nutritional value of food. Individual dietary and cultural needs are met through healthy, fresh home cooked meals. Young people are encouraged to exercise and keep active. Medication is clearly logged when coming into the home; administration and recording is sound, with young people receiving all necessary medication to meet their health needs.

Leaders and managers provide clear direction and support to the staff, allowing them to feel valued and listened-to. A staff member commented 'we are like a family who make sure children are safe and cared for'.

There is a clear vision for the home's development and changes being put in place for the future to enable more young people to access the service.

This is an exceptionally warm and welcoming home, which encompasses all that a parent could wish for in a short break service. One parent said 'we would really struggle without the support they give to us'. No requirements or recommendations are made as a result of this inspection.

Information about this children's home

This service is owned and managed by a limited company. The home provides short breaks for up to eight children at any time.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2014	Interim	good progress
07/11/2013	Full	outstanding
09/01/2013	Interim	good progress
07/08/2012	Full	outstanding

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.