

Inspection report for Children's Home

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Inspector	Julia Toller
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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 detached house with grounds to the front and rear of the property. This home provides care for up to four young people aged between ten and seventeen years with emotional and behavioural difficulties.

Downstairs there are three reception rooms, a hallway and a kitchen/dining area. On the first floor there are two bedrooms for young people and a bathroom with bath and shower facilities. There is also a staff bedroom with separate en-suite facilities. The second floor has a further two bedrooms for use by young people. Outside there is a secure back garden. Although situated in a quiet area, the property is located close to town centres and close to transport networks, leisure facilities and schools for young people.

Summary

The overall quality rating is satisfactory.

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

At this unannounced interim inspection, not all of the all key standards were 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.

There are minor shortfalls regarding young people having access to staff personal mobile phone numbers and also risk assessments for young people.

Two members of staff were present during the inspection and one young person who spoke briefly to the inspector.

This is a satisfactory service overall.

Improvements since the last inspection

Three actions regarding complaints records, fire safety procedures and building safety issues were raised at the last inspection. Recommendations were also raised about medication administration records and staff training.

Complaints records are now clear accounts of complaints made at the home alongside action taken to address them and an outcome. This shows that the home takes complaints seriously and listens to the opinions of young people.

Fire safety checks are now completed on a regular basis, window restrictors are in place on all windows and the drains have been repaired. This helps to ensure that

the home is a safe place for young people to live.

Medication records show that young people are receiving their prescribed medications on a regular basis which helps to meet the health needs of young people.

Staff are now receiving regular appropriate training for their roles and responsibilities.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

There are appropriate policies and procedures in place regarding safeguarding and anti-bullying which help staff to keep young people safe. Staff also receive formal safeguarding training which includes the signs and symptoms of abuse.

Staff have created an environment where young people are treated with respect and get on well. Any disagreements are resolved amicably and bullying is not usually a problem.

Staff respect young people's privacy and confidentiality which is consistent with good parenting and the need to protect young people. Staff understand about their roles and responsibilities to promote and safeguard young people's welfare. However, the practice of staff sharing their personal mobile numbers with young people does not safeguard young people or staff.

Staff provide a satisfactory level of supervision for young people based on their age to make sure they are safe in the home and in the community. They also give young people good advice about personal safety. Young people are rarely absent from care, when this does take place, staff take appropriate action to safeguard young people. Whilst there is a policy and generic risk assessment in place regarding lone working at the home, these do not address the individual risks pertinent to young people being cared for on a one to one basis by staff.

Staff use good communication skills to encourage young people to develop socially acceptable 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. Young people say they know what they need to

do to earn incentives for good behaviour, and do so regularly.

The home makes sure that young people have access to information about their rights and how to deal with their concerns through the complaints procedure. Young people know how to make a complaint if they are unhappy. The home keeps a written record of any complaints and the action taken to deal with them. Young people say that they prefer to discuss any issues they may have with staff on an informal basis, but know who they could go to outside of the home if necessary.

Young people live in a safe and secure environment. Regular health and safety checks of the home, including environmental and fire safety risk assessments, help to keep the home a safe place for young people to live in.

The vetting of people wishing to work at the home is generally sound. The home carries out checks with the Criminal Records Bureau (CRB). This makes sure that young people are kept safe.

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
17	ensure that there is a written policy that is intended to safeguard young people accommodated in the children's home from abuse or neglect, in particular that young people do not have access to staff personal mobile phone numbers. (Reg 16)	01/03/2011

Recommendations

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

- ensure that any unnecessary risks to the health or safety of young people accommodated in the home are identified and so far as is possible eliminated, in particular that risk assessments address the individual risks of young people being cared for on a one to one basis. (NMS 26.2)