

Inspection report for children's home

Unique reference number	SC402385
Inspection date	15/01/2013
Inspector	Robin Whistlecraft
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	20/09/2012
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Service information

Brief description of the service

This service accommodates up to five young people of either gender. This home is run by a private company.

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 full inspection, on 29/09/2012, the overall quality rating of the home was judged as good with two requirements and four recommendations for areas for improvement. Since then the home's management have addressed both requirements and three of the four recommendations. The home has maintained the quality of its care and is making improvements to some other systems.

Young people now have access to a telephone without having to ask staff. Unfortunately, some young people have broken several of these telephones, so the provider has also prudently supplied a portable telephone for young people's use that is kept in the staff office. This means that other young people are not disadvantaged if others damage the young people's telephone.

The home has revised its format for recording the use of measures of control, restraint or discipline. The records and process now provide for a manager to speak to the young person and staff involved. This means that the home supports young people with the appropriate records.

The last inspection recommended improvements to a bathroom and the kitchen. The provider has scheduled the necessary work. In the meantime, both areas are still completely useable, so there is not an adverse impact on young people.

The home has begun work on providing positive images and experiences of diversity to help prepare the young people for a diverse society. The home has researched, collated and displayed colourful information folders about different religions and cultures. Planning is underway to provide a range of experiences through themed nights.

The home's management have revised its processes for periodically reviewing the quality of the care the home provides. The system now meets requirements and the manager now uses the new reporting system for internal audits. This means that young people benefit from care that is reviewed in order that improvements can be introduced where relevant.

The home has not yet revised the young people's guide, so it does not yet include contact details for the Children's Rights Director.

The home's management have also reviewed the home's system for recording matters if a child goes missing. Managers have added elements that improve the audit trail of recorded events. This shows a commitment to continued improvement in the quality of care provided for young people.

Young people speak positively about the home. Some young people are making progress in some areas, such as improved self-confidence. Some are making good progress in all areas, including education. Young people say they feel safe in the home and that they have staff they could talk to about any concerns.

Areas for improvement

Recommendations

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

- ensure that the young people's guide includes information about how they can contact the Children's Rights Director. (NMS 13.5)

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*.