

Inspection report for children's home

Unique reference number	SC411030
Inspection date	07/02/2012
Inspector	Angela Whiteley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	21/09/2011
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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 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 (March 2011)*.

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.

Service information

Brief description of the service

The home is privately run and registered to provide care and accommodation for up to three young people with emotional or behavioural difficulties or learning difficulties.

Progress

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

At the last full inspection in September 2011, the overall judgement was good. The children's home has demonstrated continued improvement in the quality of care and outcomes for its young people.

The requirements made at the previous inspection were dealt with. The Statement of Purpose was reviewed and now includes the arrangements for consultation with young people who are accommodated about the operation of the home. Individual placement plans and risk assessments are reviewed regularly by the staff and placing authority to consider the need for electronic monitoring of young people within the home. One young person no longer has this level of monitoring following a review of the risk assessment. Quality assurance systems have been reviewed to ensure the views of young people are captured in the Regulation 33 report. Telephone calls to young people will be part of the monitoring to give a more robust evaluation of the standard of care being provided. Young people live in a homely, warm and welcoming environment. The home is well maintained, repairs to the education room window have been completed. Since the last inspection the lounge carpet has been cleaned, however the carpet is light in colour and continues to show stains and marks that are not easily removed by cleaning. Similarly, the office carpet is of the same condition. Young people say they like and respect the home, however new carpets would make them feel more valued and well cared for. Pathway plans are in place for 'eligible' young people to enable them to prepare for independence and adult life. The home has a written development plan that clearly identifies how the home's operation and resources will be improved to ensure the services young people receive are of the highest quality. A new children's guide has been developed that is specific to the home describing the services and facilities it provides for young people.

Young people have spoken of their positive relationships with staff, which helps them to feel safe, happy, and settled. The experienced staff group are suitably qualified to meet the current and emerging needs of the young people placed. Staff say they are well supported by colleagues and managers and receive high quality supervision that promotes their personal development.

Young people are encouraged to fulfil their aspirations and receive support to

achieve their potential. Young people's attendance at school is excellent and they make good progress. Young people preparing for independence, further education or employment are fully supported by staff who empower young people to progress in their chosen pathways. Young people are actively involved in decisions about their future and the way the home is run. For example, individual consultation with young people has increased, which promotes positive attachments and trusting relationships. A new key worker system and session tools has developed this aspect further. Staff are developing new forms to capture the views and wishes of young people. Young people say they feel safe in this home, they know who to speak to with any concerns and generally get on well with each other. Promoting equality and diversity is a particular strength at this home where young people learn to accept and value difference and build a more positive self-image. The manager has worked imaginatively to engage with neighbours to enable the young people to integrate into the local community.

Young people are encouraged to engage in their particular interests and leisure activities enabling them to socialise and build self-esteem and confidence. Behaviour management is a key area at this home where young people are learning to take responsibility for their behaviour. There have been minimal incidents of restraint and incidences missing from home have reduced. The implementation of a rewards system has had a positive impact on young people's behaviour and has helped some young people to develop additional independence skills.

Contact is well managed by the staff at this home. Staff have developed strong relationships with family members to ensure young people remain safe.

There are quality assurance systems in place to monitor the operation and management of the home. The manager regularly reviews the quality of care to ensure shortfalls are identified and suitable actions taken to address them. These measures ensure the standards within the home remain high.

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
31 (2001)	ensure all parts of the children's home used by young people are kept clean and reasonably decorated and maintained; in particular replacement of the lounge and office carpets. (Regulation 31 (2) (e))	20/03/2012

Recommendations

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

- ensure physical restrictions on normal movement within or from the home are not used unless this is necessary to safeguard children and promote their welfare and development. Ensure these measures are only used where agreed with the responsible authority and, if appropriate, the parents. Ensure any restrictions for one young person does not impose similar restrictions on other young people. In particular that the kitchen door is not routinely locked. (NMS 10.4)