

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC411030     |
| <b>Inspection date</b>         | 12/10/2010   |
| <b>Inspector</b>               | Anthony Kyem |
| <b>Type of inspection</b>      | Key          |

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| <b>Date of last inspection</b> | 13/07/2010 |
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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**

The home is registered with Ofsted to provide care and accommodation for up to three young people, of either sex, between the ages of 10 and 17 years. The home is a detached property, consisting of five bedrooms, lounge area, kitchen and dining room facilities, education room, bathroom and toilet. The home is located in a residential area with good access to local amenities and public transportation.

### **Summary**

The overall quality rating is good.

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

This was a full unannounced key inspection. The purpose of this visit was to assess the home's capacity to meet the national minimum standards for children's homes.

There are no actions made as a result of this visit. However, a small number of recommendations have been made as a result of this inspection.

The home provides young people with good quality care. The accommodation is of a good standard and it meets young people's needs. Young people like the home and their views about living there are exceptionally positive. One young person told the inspector: 'This is probably one of, if not the best home I have ever been in.'

Young people's health needs and their welfare and safety are effectively promoted. Their needs as individuals are clearly assessed and their placement plans are informative and well recorded. Health and safety matters are managed efficiently and young people receive good support in accordance with their needs and wishes.

### **Improvements since the last inspection**

There were no actions made at the last inspection. However, the home has yet to ensure that all complaints have a written outcome recorded. A recommendation has been made again in respect of this issue.

### **Helping children to be healthy**

The provision is good.

Young people enjoy a range of healthy, wholesome and nutritious meals. Staff involve them in the planning of the menu to ensure that these are developed in line with their specific needs and wishes. This ensures that mealtimes are enjoyed and young people's preferences and any special dietary needs are appropriately

considered.

Each young person has their own individual health plan, which contains details of their health appointments, registration with local health services, immunisation history, in addition to the inclusion of other relevant health information. These records enable staff to monitor young people's health needs effectively. The health plan is used in conjunction with young people's placement plans to promote their good health and well-being.

The procedures for the administration, storage and recording of medication are stringently followed. Staff are trained in the use of first aid and most have completed training in the safe administration of medication. Medical consent, including consent for the administration of first aid, as well as non-prescribed medication, has been obtained to enable staff to attend to young people's health needs.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Young people are provided with their own bedrooms and they are able to wash with privacy and dignity. Their private information is securely stored for their protection.

Young people confirm their complaints are taken seriously. While complaints' records were generally found to be in order, there was one complaint which did not have a written outcome recorded.

There are no issues with young people absenting themselves without authority or placing themselves at risk of significant harm. Young people's behaviours are carefully assessed and risk-taking behaviours are clearly recorded. Staff are quick to resolve any issues between young people and they are effective in protecting them from bullying.

Young people's behaviours are managed professionally. Staff receive relevant training which enables them to manage difficult behaviour in a safe and controlled way. The use of restraint is rare and sanctions are used fairly as a consequence of unacceptable behaviour. Socially acceptable behaviour is encouraged through the use of incentives and attainable rewards.

Staff are trained in safeguarding so that they know how to deal with any allegations or suspected abuse. Following the last inspection the Registered Manager has since left the home and a new manager is now in post. To date the manager has only attended basic child protection training.

Health and safety within the home are taken seriously. The security of the premises is well maintained and all visitors to the home are appropriately monitored. The doors to the home are alarmed, which offers good protection from intruders. There are regular fire drills, and safety inspections to the home's fire, gas and electrical appliances are all up to date.

Staff, prior to their employment within the home, are required to undergo pre-employment checks, to assess their suitability. This ensures that those employed are vetted and suitable.

## **Helping children achieve well and enjoy what they do**

The provision is good.

Young people are currently in the process of developing positive relationships with staff. They receive good levels of personal support and staff have a good understanding and awareness of the needs of young people as individuals. They provide them with regular support to enable them to discuss their feelings and any anxieties. Young people have access to a specialist worker who visits the home on a regular basis to talk to them.

Education is actively promoted and young people are encouraged to learn and achieve. There are clear expectations placed on young people to attend education and their attendance is actively promoted.

Not all of the young people currently have personal education plans, to describe their educational needs, achievements and aspirations as individuals.

## **Helping children make a positive contribution**

The provision is good.

Young people's placement plans are individualised and informative. They provide staff with detailed information about young people, which includes full consideration of their religious and cultural needs. This enables staff to promote their needs successfully.

To help young people to understand their care plans, the home uses a document entitled, 'Understanding your care plan.' On completion, staff use this information to devise a child-friendly version of the plan.

Young people's needs are regularly reviewed. Staff monitor their progress and they produce monthly progress reports to summarise their achievements. They ensure that young people are consulted as part of the review process so that they are able to influence any decisions made about their care. Staff facilitate contact, to help young people sustain their family links and important attachments.

Excellent arrangements are made to help young people move into the home in a planned and sensitive way. Young people are carefully prepared in a way that considers their needs and wishes and ensures the transition between placements runs smoothly.

Young people confirm they are consulted and their views and opinions are listened

to. Staff encourage young people's participation and involvement through children's meetings, reviews and one-to-one sessions, which all serve to help young people to make a positive contribution.

## **Achieving economic wellbeing**

The provision is good.

The home is not distinguishable as a children's home as it blends in well with the local surrounding properties. Its location ensures that young people can access local places of interest, with good access to shops and recreational facilities.

The home is clean, warm and welcoming and it provides a comfortable living environment, which is decorated and furnished to good quality standards. Young people have a say in how their bedrooms are decorated and personalised. The home is very tastefully decorated, creating a homely environment.

During a tour of the home it was identified that young people are unable to use the bathroom sink, as the hot water tap is stuck and in need of repair.

Young people are not of an age whereby preparation for independent living is appropriate. They are encouraged to develop their life skills and this includes them completing basic household chores, such as tidying bedrooms, cooking, cleaning and doing their personal laundry.

## **Organisation**

The organisation is good.

The home has an up-to-date Statement of Purpose and a children's guide. Both documents meet regulatory requirements and they provide an accurate insight into life within this home. The statement includes details of the current staff group, including their skills, qualifications and relevant experience.

There are good opportunities provided for staff to receive relevant training. Most have completed mandatory training, however, less than 80% currently hold a recognised qualification in social care. Most, but not all staff are now enrolled to meet the specified target.

The promotion of equality and diversity is good. Staff provide young people with individualised care in accordance with their needs and wishes. Equality and diversity are enthusiastically approached, which means that young people's racial and religious needs are recognised, celebrated and promoted. Staff actively promote young people's rights to choice and this enables young people to practice their faith and religion.

There are systems in place for the routine monitoring of the home's performance. The home's administrative systems are checked at suitable intervals to ensure that

what staff do, they do well. Independent monitoring visits also take place within the recommended timescales.

Young people have access to the written information held about them. Their records are well maintained and this provides them with good quality information about their time within the home.

## **What must be done to secure future improvement?**

### **Recommendations**

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

- ensure the written record of complaints has an outcome recorded (NMS 16.3)
- ensure the home's manager is able to attend more in-depth training in safeguarding in accordance with their responsibilities (NMS 17.8)
- ensure that each young person's file contains a copy of their personal education plan (NMS 14.2)
- ensure repairs are promptly undertaken (NMS 24.3)
- ensure all staff are enrolled on NVQ at level 3 in Caring for Children and Young People. (NMS 29.5)