

Inspection report for children's home

Unique reference number	SC411030
Inspection date	13 July 2010
Inspector	Anthony Kyem
Type of Inspection	Random

Date of last inspection	7 June 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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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 to 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

This was a unannounced interim inspection, which was used to assess the home's capacity to meet the outcome area for staying safe. The outcome areas for being healthy, enjoying and achieving, positive contribution, economic well-being and organisation were not assessed on this occasion.

The home is a good service. Young people's welfare and safety is effectively promoted. There are good systems in place to promote health and safety within the home. Staff are experienced and well trained and they know what to do, to keep young people safe and protect them from coming to harm.

The overall quality rating is good.

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

Improvements since the last inspection

This is the home's first inspection since registration with Ofsted.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy is respected and promoted. They are provided with their own separate bedrooms and the home's washing facilities enable them to wash with privacy and dignity. Young people's private records are securely stored by staff to protect them. Staff handle young people's sensitive information confidentially.

There has been one recorded complaint, since the home's recent registration. The outcome of the complaint while now retracted, has yet to be formally recorded by staff. Young people are aware of the home's complaints procedure, so they do know how to make a complaint if they need to. There are good arrangements in place for young people to raise their complaints or concerns independently.

The home's complaints policy is clearly summarised for young people in a user-friendly format, which is known and referred to as a children's guide. During this inspection, a complaint was brought to the attention of the inspector, about a recent incident that happened at the home. The details of the complaint were passed onto the Registered Manager for investigation by them. The complaint was not of a serious nature.

There are no current issues or concerns in relation to bullying. There are however ongoing concerns with the levels of unauthorised absence. Where young people have gone missing records clearly show that staff have followed the home's procedures, to promote their safe return. Risks associated with young people going missing are clearly recorded and risk assessments are stringently followed to promote young people's welfare and safety. All staff are trained in child protection, so that they know how to protect young people from abuse, exploitation and harm.

All staff are trained in the use of restraint, which includes diversion and de-escalation strategies to enable them to manage young people's behaviours safely. There have been no recorded restraints to date. Sanctions when used, are used fairly, as a reprimand to show young people there are consequences towards any unacceptable behaviour.

Health and safety is effectively promoted and there are good systems in place for the routine maintenance and testing of the home's household electrical appliances. All of the home's fire appliances are professionally serviced and there are good arrangements made for the promotion of fire safety, in which of the staff are trained. There are regular fire drills and weekly inspection of the home's fire safety systems for health and safety reasons.

Safe recruitment practices are followed and this ensures that staff employed are appropriately vetted. Staff files were inspected during this visit and these were found to be fully compliant with legislative requirements. Staff are not permitted to work with children until all of the necessary checks have been completed and cleared.

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 meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

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

- ensure that all complaints have a written outcome recorded (NMS 16.1)