

Inspection report for children's home

Unique reference number	SC416599
Inspection date	12/02/2014
Inspector	Gillian Walters
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	24/05/2013
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Service information

Brief description of the service

This five-bedded children's home is one of four run by a limited company. It is registered for five females, with emotional and behavioural problems. Education is provided in a purpose-built school on one of the company's other sites.

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 **good progress**.

At the last full inspection on 24 May 2013 this home was judged as good overall. There were two requirements and three recommendations made to promote improvement in the service. These have all been appropriately addressed by the provider.

Safeguarding arrangements have been strengthened with additional guidance and support being given to staff. This ensures that they all have a clear and full understanding of their reporting responsibilities in managing complaints against staff. As a result, staff members are familiar with the procedures to follow that will both promote transparency and effectively safeguard young people.

Progress is identified in the manager's arrangements for the internal monitoring of the home's function to ensure that a good quality of care is maintained. More frequent and timely monitoring activity ensures that any shortfalls are swiftly identified and rectified immediately. The home's external quality assurance arrangements remain robust and challenging, ensuring that there is effective scrutiny of the service.

The Registered Manager has provided HMCI, Ofsted, with a recent review of monitoring activity. Although this report provided considerable detail for the period

monitored, it fell short in recording clear evaluation of the information collated, the actions taken by the home and the impact of those actions. This means a good opportunity has been missed to document and share the positive impact the home is having on various aspects of young people lives.

The staff are confident in their roles and identify significant improvement in the frequency and quality of formal supervision and staff meetings. Staff benefit from an annual appraisal process that provides a good opportunity to identify particular skills and strengths, and also areas for future development. The success of these arrangements ensures that staff members have continued and effective support to provide young people with appropriate care and guidance.

The provider has reconfigured the home's staff team to significantly increase the number of female staff. This redresses the gender imbalance that previously existed. This has enabled the manager to respond positively to all young people that made a specific request for a female keyworker. As a result, young people feel that their views were taken into account and positively responded to, enabling them to exercise choice in this matter.

Young people say they feel happy and safe in this home. They appreciate their environment and contribute to ensuring that it is kept clean, tidy, well decorated and comfortable.

Young people continue to make positive progress in all aspects of their development. A significant reduction in the number of occasions when physical intervention is necessary provides a good indication of the positive progress young people are making in managing their behaviour and emotions. One young person commented, 'this place is home. Everyone here is brilliant. They are there for you, they help me. They are proper there, like a family.'

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 in relation to Regulation 34, a copy of the monitoring report is sent to Ofsted within 28 days of its completion and identifies any trends and issues of concern arising from monitoring of matters set out in Schedule 6. (Volume 5, statutory guidance, paragraph 3.14)

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*.