

Inspection report for children's home

Unique reference number	SC424351
Inspection date	21/01/2014
Inspector	Tracy Murty
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	09/04/2013
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Service information

Brief description of the service

The home is registered to provide care and accommodation for up to two children who may have emotional and behavioural difficulties. The home is owned by the local authority.

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 in April 2013, the overall effectiveness judgement for the home was adequate with one requirement and four recommendations made. These have all been fully addressed. The Registered Manager and staff team have demonstrated a continued commitment to improve the quality of care and outcomes for young people.

The Registered Manager has installed door guards to prevent internal doors within the home from being wedged open. This ensures that in the event of the fire alarm system being activated, all internal doors automatically close.

Considerable work has been completed to update and improve the recording and monitoring of each young person's placement plans. Plans now clearly set out the overall and specific aims for each young person and how these will be met by the staff team. Key work sessions take place on a regular basis to discuss specific aims and goals with young people. These clearly link to the overall aims of the placement plan for each young person. Young people also read and sign each key work session, as well as their placement plans. Plans are reviewed and updated to reflect changing

needs on a regular basis.

Staff are familiar with written guidelines on their health and safety responsibilities. This is considered as part of the induction process for all new staff and recorded on staff files. Staff also consider and sign to state their understanding of policies and procedures relating to health and safety, including fire safety. Regular fire drills and evacuations take place with the home. The Registered Manager monitors this and ensures that all staff have undertaken fire drills and evacuations on coming into post and at regular intervals.

Young people are consulted with in relation to all aspects of how the home is run now. They are encouraged to complete feedback forms about the services they receive, which are then considered by the Registered Manager. Feedback from parents, placing authorities and other involved agencies is also considered as part of the regular monitoring by the Registered Manager. This includes consideration by the manager of the regulation 33 reports each month and outcomes logs for each young person. The home has also ensured that Ofsted is provided with copies of monitoring reports at the required timescales.

Young people report high levels of satisfaction at the care and support they receive. One young person stated, 'this is one of the best homes I have ever lived in. The staff have helped me to become more independent and ready to move into my own place.' The staff team work closely and sensitively with young people to assist them in independence planning. This has resulted in young people gaining in confidence and being able to manage their own finances. Young people learn how to use public transport unaided and manage their own food budgets, shopping and meal preparations.

From their starting points, young people learn to appreciate the value of education. They go onto further education and have excellent attendance and engagement in such provisions. They also receive very positive feedback in respect of work placements from employers. This has increased their sense of worth and their chances of making a successful transition to adult life.

The staff team feel well supported and valued by the Registered Manager. They receive regular supervision and report good quality and frequent training opportunities being offered to them. Staff work closely and positively with placing authorities and local police to address missing from care concerns. Risk assessments and protocols for each young person are detailed and reflect their individual needs and how these will be met. Staff have regular meetings with all involved agencies to consider and set action plans for young people, being proactive in this and not waiting for statutory reviews to consider and address changing needs. They also ensure that they take their own notes from meetings and reviews, in order that they can act on agreed actions whilst waiting for formal minutes to arrive. This ensures that the needs of young people are considered and acted on in a very timely manner by all staff.

Young people benefit from this, with one young person stating how much the staff

have supported them to address any concerning behaviours. They stated, 'the staff have looked after me well, I love this home. They use key work sessions to help me to understand what I am doing and how to keep myself safe.' Young people report feeling safe in this home and confident in knowing how to make a complaint and who they can talk to at any time.

The home is decorated and furnished to a very high standard throughout. Young people personalise their bedrooms and feel able to make suggestions to staff about how the home could be improved. Their views have been fully taken into consideration and led to improvements internally and externally. One young person stated, 'I always feel listened to, if I say something to the staff, they act on it straight away if they can.'

Young people have a wide range of social activities offered for them and have taken part in day trips and holidays with staff. A healthy and balanced diet is offered, which takes into account the cultural and diverse needs of each young person. One young person stated, 'the food is great here and if you tell the staff what you would like, they make sure this is bought when they go to the supermarket.' Young people also benefit from regular contact with family and significant others, as per agreed contact plans. Staff support contact arrangements and demonstrate a detailed understanding of each young person's needs in relation to direct and indirect contact with family members.

The Registered Manager and senior duty officer work closely and positively together to ensure that all aspects of the care provided to young people is monitored and reviewed. The home is fully staffed, with staff reporting high levels of satisfaction in the support and leadership provided by the Registered Manager. Records are clear, well maintained and would assist young people greatly in understanding their time in this home, if they were to request access to them. The home does not currently record the placing authority for each young person in its admissions and discharge records.

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
29 (2001)	ensure that a record in the form of a register showing in respect of each child accommodated in a children's home his placing authority. (Regulation 29(1) schedule 4(1)(e))	01/03/2014

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*.