

Inspection report for children's home

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Inspector	Pippa Greed
Type of inspection	Interim
Provision subtype	Children's home

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Service information

Brief description of the service

The service is run by a private organisation. The home is registered to provide medium to long-term care for up to three young people with emotional and behavioural difficulties. Young people living in the home attend a school also run by the provider and have access to in-house therapeutic support.

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 full inspection in April 2012, the overall effectiveness rating for the service was adequate with two requirements and seven recommendations. The home has proactively addressed the actions that were raised at the previous inspection.

The home has demonstrated marked improvement in the quality of care provided. Since arrival at the home, the manager has implemented a system to ensure effective delivery of service such as addressing requirements and recommendations, taking action about matters raised at external monitoring visits, and is providing clear leadership in order to bring about positive outcomes for young people.

Young people now have better opportunities for leisure. An activity planner provides staff and young people with ideas and a structure for what to do with their time through the week and at weekends. Further work is on-going to expand the range of leisure resources available. External monitoring visit reports now evidence improved consultation with young people and people important to them. This means their views result in positive changes around the home. There is clear evidence of daily

key-working discussions, questionnaires and house meetings with young people. Young people now express themselves and gain support through clear guidance from staff. They confirm that they get on with most staff and have good rapport with their key worker. Young people also confirm that they like living at the home and feel well supported by the staff team.

The manager has also now developed a memento box including a photograph album. The aim is to provide young people with a record of their achievements and take away with them, keepsake of their time at the home. This means young people benefit from a service that is aware of their changing needs and take steps to act on their wishes. This has a positive impact on young people, developing their skills, improving their confidence and self-esteem.

There has been a reduction in police involvement at the home. Staff are guided by the manager in clearer strategies for managing challenging behaviour. The manager now has an effective monitoring and detailed recording system for behavioural incidences. These are comprehensive, good quality and detailed. The records cover incidences and use of restraints when used. This actively safeguards young people and staff. Young people have the support of an observant and trained staff team. Medication is now safely stored.

The manager has a good care planning system that monitors young people's care needs. This enables staff to understand young people's need and equip them with the knowledge to provide consistent and stable care. Young people's achievements with daily routines, social skills and activities are recorded in detail. Staff involve young people in decisions that affect their care and progress within the home. This includes meal planning, activity planning, setting and achieving incentives, exploring the community and developing daily living skills. For example, the manager and staff team support young people to devise incentives that are meaningful to them. As opposed to financial increments, young people have chosen long term incentives they would like to achieve such as gaining a bicycle or enjoying a spa day outing.

Young people are supported to develop life skills such as preparing meals, visiting friends, attending the local cadets, go out ice-skating, and participating in Christmas preparations. In recent months, there has been a steady improvement in young people's outcomes in learning, social, and independence skills. Young people have worked hard to progress in their education and vocation. For example, young people have secured paid work, purchased a scooter and enrolled at Art College. Young people have achieved very positive outcomes from their starting points into the home.

The environment is much improved. The manager has worked extremely hard to create a welcoming and more homely environment. Little touches set the scene, such as a plaque on the door saying 'Welcome to our happy house'. Staff benefit from regular supervision, team meetings, and handover opportunities to discuss the needs of the young people. Staff stated they feel well supported and encouraged to develop their confidence in ways of working. This promotes continuing improvement in young people's care. The manager and staff team demonstrate a keen

commitment and drive to care for, and support young people towards successful outcomes.

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*.