

Inspection report for children's home

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<b>Inspection date</b>	1 July 2010
<b>Inspector</b>	Jackie Graves
<b>Type of Inspection</b>	Key

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<b>Date of last inspection</b>	15 December 2009
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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 situated close to local amenities, shops, a leisure centre and transport links. The home can accommodate eight children with physical and learning disabilities, between the ages of 10 and 18. There is a garden with wheelchair access to the ground floor of the building. There is a lift to the first floor but this floor is not fully accessible to people using wheelchairs.

The young people are accommodated in single bedrooms and have access to a lounge, dining room and external playroom. Some parking is available to the rear of the building. Seven young people were at home for part of the inspection.

### **Summary**

This unannounced inspection was to look at all the key standards and to follow up the single recommendation made at the last inspection.

The home provides an outstanding standard of individualised care to young people which reflects their individual needs exceptionally well. Staff and management work as a very effective team to help young people achieve and to have as many opportunities as possible. There are warm, positive relationships between staff and young people. There are very effective quality assurance systems which ensure the home identifies where it might improve. This is a continuously evolving service.

Young people's views are central to decision making in the home and make a real difference to how the service develops. There is a homely atmosphere. Young people enjoy having bedrooms which are furnished and decorated according to their individual tastes. Contact with family and friends is fully supported. Diversity and equality are promoted exceptionally well in all aspects of life in the home.

No actions or recommendations are made as a result of this inspection.

The overall quality rating is outstanding.

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

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

The home has a history of taking prompt or immediate action to meet any recommendations or actions.

The previous recommendation that staff make sure that food is at an appropriate temperature for those young people who are unable to check this for themselves is now met.

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

The provision is outstanding.

The home's arrangements for promoting young people's health are excellent. Staff take a holistic view of young people's health ensuring they eat a good diet, take enough physical exercise and can access the services they need for their physical and emotional wellbeing. Links with local health services ensure young people can receive prompt attention for their general

health needs. Staff ensure there is access to any specialist health services that young people require.

Arrangements for the storage and recording of medication are very sound to ensure that medicines are safely administered to young people. An open culture exists which encourages staff to inform management of any issues regarding medication, to ensure these can be rectified. Ongoing staff training and close supervision for those newly trained, helps build a staff team who are confident in managing medication and supplying first aid to the home's residents.

The home's residents are fully involved in menu planning so their personal preferences and any special dietary or cultural needs are incorporated into the meals served. Young people are provided with a varied and nutritious diet which encourages healthy eating. Meal times are very pleasant occasions, with staff helping, discreetly, those young people who need assistance.

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

The provision is outstanding.

The home's policies and procedures and staff interpretation of them, contribute to keeping the residents safe. Individual behaviour plans help staff understand how to best manage young people's behaviour to help them make significant progress. Relatives are confident that staff manage young people's behaviour fairly and firmly, giving them acceptable boundaries to help them feel secure. A relative commented that the great thing about the home's care of their relative was that after visiting them they 'can walk away knowing they are safe'.

Safety is well promoted in the building. This is achieved through frequent checks of fire equipment and regular fire drills, which familiarise young people with the sound of the alarm and the process for evacuating the house. Careful risk assessment of the premises and activities, both in and outside the home, helps identify and minimise risks to young people's safety. There are clear procedures for staff to follow should a young person go missing. However, the home is aware of the extreme vulnerability of residents and ensures young people's security through high staffing levels and vigilant supervision.

The home's open culture encourages young people and their families to raise any concerns or complaints so these can be dealt with in a positive way and so improve the service. Young people are frequently reminded of the home's complaints procedure to assist their understanding of this. There are minimal complaints and the home monitors those made very effectively. Bullying is not an issue in the home. Staff are careful to ensure that one young person's behaviour does not unduly impact on others.

Young people receive appropriate levels of privacy when their personal care needs are met. The home successfully balances the need for young people to have time alone if they wish, with supervision by staff which is unobtrusive. This respects young people's right to privacy. Information concerning young people is regarded as confidential and stored appropriately.

There are very sound procedures for recruiting new staff and checking that they are suitable to work with vulnerable young people. Clear records are kept to evidence this robust process and staff are not permitted to start work in the home until all checks are complete. Child protection training is ongoing to ensure staff know how to respond appropriately to any allegation or suspicion of abuse.

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

The provision is good.

There are good arrangements for ensuring young people enjoy individual support within the home. They are supported to develop their individual interests, confidence and new skills. Activities are organised with careful reference to young people's age, and emotional state, to ensure they are appropriate for them and to identify any further support they may need.

The system of allocating key workers, and co key workers, ensures each young person has two people identified to oversee their care. Staff are allocated as key workers after careful consideration of a young person's preferences as regards gender, race, ethnicity, language and so on. Young people can, and do, approach any member of staff with any personal matters.

The home ensures that, where possible, young people can maintain their education placement when they move into the home. Regular attendance is achieved and there is effective communication between schools and the home to support young people's educational achievements. Facilities, provided by the home, such as a computer, with an appropriate keyboard, and visits to places of interest, give young people further educational opportunities.

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

The provision is outstanding.

Young people are encouraged to make a positive contribution to life in the home and in their local community. They are integral to decisions made in the home and their views drive changes, for example to take part in holidays and activities across a wider geographical area. Young people's opinions are also sought at reviews of their care to ensure these are carefully considered for their future plans.

Considerable improvements to the system of care planning have resulted in excellent plans which clearly detail how staff are to meet young people's needs. Frequent reviews of care plans ensure these are adapted in light of young people's progress and really contribute to young people's continuing welfare.

Staff work in partnership with families to ensure the best outcomes for young people and this is valued by relatives. Young people are well supported to maintain constructive links with families, friends and others who are important in their lives. Staff are welcoming to families and make sure any contact within the home is supported appropriately. There are very effective systems of communication between staff and relatives which ensure families are kept fully informed of young people's welfare.

There are very clear arrangements for moving into the home which help prepare young people for the process and ensure the transition can be as smooth as possible. There is excellent support for young people, who are moving on from the home, which ensures their views are at the forefront of the process. Staff work sensitively with young people to prepare them for the transition to a new place to live. The home's records provide a very useful tool for all involved in planning for future care, as they give a very clear picture of young people's abilities and needs.

## **Achieving economic wellbeing**

The provision is good.

Excellent support is provided to help young people achieve as much independence as they can. Their progress is clearly recorded in an appropriate format which is a useful reference for them, under the Every Child Matters outcomes. Such information helps others involved in their care, such as social workers and family members, to know what young people can achieve.

Staff strongly advocate for young people and are protective of their interests, making sure they are afforded many opportunities, such as participation in work experience, holidays and a very broad range of leisure activities. Sensitive work is done to help prepare young people for any events or changes in their lives, to help them remain calm and so limit any distress or negative behaviour.

The home is clean and tidy, with prompt repairs made to any damage and plans to upgrade areas of the building. This ensures young people live in a well maintained home. Bedrooms are individually decorated and furnished, incorporating the varied tastes and interests of the residents. Communal areas are well furnished and there is a homely feel to the house in which young people appear comfortable. Prominence is given to displaying young people's art around the home to build young people's confidence in their abilities as well as creating a pleasant atmosphere.

Ventilation in the lounge is limited but the home has plans to improve this. The garden is well maintained and focused on the needs of young people, for example, with an area set aside for them to grow flowers and vegetables and an area with objects of interest which they can enjoy.

## **Organisation**

The organisation is outstanding.

Very clear information is provided to stakeholders in the home's Statement of Purpose so they know what to expect from the service. A children's guide is available in appropriate formats to help young people understand what the home is about. Staff make sure young people are frequently reminded of the content of the guide, for example, how to get help with any worry.

Staff and management work well as an effective team to ensure the best outcomes for young people. The service is well led by innovative and strong management. There are good arrangements for deputising in the manager's absence. In addition, familiar bank staff are used to cover staff absences. This provides young people, and their families, with consistency of service. Very effective quality assurance systems show the service develops through reflective practice.

High staffing ratios ensure young people are well supervised to promote their safety. High staffing levels also ensure young people are able to access their individual hobbies and interests. New workers receive excellent support and training during their induction, introducing them to the methods of working in the home and the needs of young people. Ongoing general training, such as medication, and National Vocational Qualification at level 3, are provided to all staff. This, together with more specific training, such as in communication methods, ensures the needs of young people are met by a very well qualified, knowledgeable staff team.

Each young person has a well maintained case file that documents their achievements and experiences during their time in the home. Staff keep the required information on behalf of residents and make sure this is kept safe and secure with respect for confidentiality.

The promotion of equality and diversity is outstanding. Staff ensure that young people can access any activity they express an interest in, to extend the range of their experiences and provide them with equality of opportunity. Young people's specific needs, for example relating to their religion or sexuality, are respected and supported in a sensitive way. There is a diverse staff team which reflects the backgrounds and gender of residents. Young people have opportunities to experience other cultures, for example, through the food provided and trips out to festivals.

## 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

There are no recommendations.