

Inspection report for Children's Home

Unique reference number	SC057718
Inspection date	08/03/2011
Inspector	Debbie Foster
Type of inspection	Random

Date of last inspection	03/11/2010
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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

This is a children's home working in partnership with a Metropolitan Borough Council. The home is operated by a charitable trust that has a number of children's homes in addition to this home.

The home is a detached house situated within a semi-rural location and provides care and accommodation for up to four young people aged from 13 years to 17 years at any one time.

The ground floor has a lounge, a sensory room, a play room, a kitchen and dining room combined. The first floor has individual bedrooms for young people and a sleep-in room for staff. The home is not adapted for wheelchair users.

Four young people currently live in the home.

Summary

The overall quality rating is outstanding.

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

This was an unannounced interim inspection. Matters looked at during this visit relate to the outcome of staying safe. The recommendation made at the last inspection has been checked see if it has been implemented.

A young person was present during the inspection.

The home continues to provide an high level of care to young people. Young people are well looked after and live within a safe living environment. There are strong relationships between the staff and young people. Staff have a very good knowledge and understanding of the young people's individual care needs. There are particular strengths in the positive management of young people's behaviour where all have made continued progress.

Keeping young people safe from harm is given the upmost priority. Excellent safety measures and strategies exist. These meticulous safeguarding practices protect young people and assist in keeping them safe.

Improvements since the last inspection

At the last inspection the registered person was asked to address an issue relating to staying safe. Records are kept after the fire procedures have been explained to relief staff.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Maintaining young people's privacy and dignity is given high importance. Care practices demonstrate that young people are supported well with personal care in a dignified way. Staff can explain how this is achieved to meet the diverse needs of each young person. Young people benefit from time alone within a safe environment. The records are securely stored and the staff are aware of how to maintain confidentiality. Records are stored securely.

The staff, parents and some young people are aware of the procedure to follow if they have a complaint. Young people have access to the information in an inspiring, child-friendly format. The use of pictorial symbols assists the staff to communicate further with young people to establish their complaint. This allows the staff to respond effectively to resolve any issues young people may have. The complaints information is a standing item in the weekly young people's meetings. The service gives a continued commitment to support and make sure young people have the opportunity to raise concerns or complaints. There have been no complaints raised since the previous inspection. The action taken and the final outcome of a complaint have been recorded for complaints previously made.

Basic and advanced child protection training with regular updates are provided for all staff. The staff can verbalise the procedures they must follow in the event of a safeguarding issue. The procedures are available for staff to refer to and use. Therefore, young people's welfare being protected and this assists in keeping them safe from harm.

Young people are protected from bullying. Young people are not currently experiencing bullying within the home. High staffing levels ensure the staff supervise, monitor and support young people closely. Staff are aware of how to deal with bullying and other related behaviours. The topic of bullying is a standing agenda item at the young people's meetings, with picture and symbol formats to assist and support young people to communicate any issues. Staff have an excellent understanding and knowledge of each young person, where any change in their mood and behaviour would indicate the need to investigate the reason for them being unhappy.

Staff are aware of the procedure to follow in the event of a young person going missing. Each young person has an individual missing person protocol and detailed risk assessments for the staff to follow. There has been one such incident where a

young person has gone missing from the home since the last inspection.

Staff are aware of significant events relating to the protection of children living at the home, which they would report to the appropriate authorities. Where required this has been undertaken.

Managing behaviour positively is a high priority in the home. There are strong relationships between staff and young people. Young people benefit greatly from having an established staff team who implement consistent care, boundaries and clear routines. The home continues to support the young people to achieve socially acceptable behaviour. Each young person gains from positive reinforcement from the staff. There is an ethos and focus on the positive and includes frequent praise and encouragement. Staff have a wealth of knowledge and know how they support each young person individually with their behaviour. All young people continue to make progress in this area.

All staff receive training in behaviour management, the use of safe and suitable holds. This training is regularly refreshed to ensure safe practices are used. Staff use physical restraint as a last resort to safeguard young people and others. The restraint records have a format which enables the required information to be recorded. There have been minimal interventions used. The manager monitors the records for effectiveness and appropriateness.

Young people's safety continues to be enhanced significantly through the very good practices and support of the staff. The home provides physical safety and security. For example, fire records indicate that frequent checks on the system and appropriate fire instruction, drills and training have taken place. Therefore, young people's physical safety from fire in the home is well protected. Health and safety areas are regularly monitored by the manager and the staff team to support keeping young people safe. All staff have received mandatory training including safety areas, such as first aid, medication, food hygiene, health and safety. This area is monitored to ensure refresher training is provided within a reasonable time scale to ensure staff have current and up-to-date knowledge of safe care practices.

Each young person has a detailed and specific risk assessment which covers the relevant areas and include the supporting safety measures which are implemented with young people to keep them safe. These have been reviewed on a frequent basis and updated where necessary.

Staff recruitment files have not been checked on this inspection as these are held at the head office of the service. Previously the service has been found to follow robust recruitment checks. This area will be checked at the next inspection.

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.