

Inspection report for children's home

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<b>Inspection date</b>	23 March 2010
<b>Inspector</b>	Joanne Vyas
<b>Type of Inspection</b>	Random

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<b>Date of last inspection</b>	19 January 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 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**

This home is operated by the local authority and provides a residential service for eight young people, aged 7 to 18 years, and a short break service for four young people, aged 4 to 18 years. The home additionally has an emergency bed on the short breaks unit. All the young people have severe learning disabilities and challenging behaviours. This home is a large house that is divided into two designated areas to accommodate the two aspects of service provision. Both areas provide communal rooms, play areas, bedrooms and bathroom facilities. The home is in a rural area close to a large town. Local shopping and recreational amenities are close by.

There are currently eight young people residing at this home and 22 that use the short break service. During this inspection six young people participated in the inspection process.

### **Summary**

This unannounced interim inspection focused on the progress the service has made with the recommendation made at the last inspection as well as reviewing all the key standards under the outcome area of staying safe. The recommendation related to improvements to records of fire drills. The outcome areas; being healthy, enjoying and achieving, positive contribution, economic well-being and organisation were not looked at during this inspection.

The staff team are highly qualified, caring and competent. Staff are able to provide exceptional care for young people and meet their individual needs with the knowledge and understanding they have of them.

There are excellent relationships between the young people and staff. The high staffing levels, staff competence and the quality of information available to staff ensure young people are safe.

There are some areas of minor improvement raised at this inspection which currently do not impact on the outcomes for young people. These are about staff guidance for disengagement techniques and records of sanctions.

The overall quality rating is outstanding.

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

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

Fire drills are now well documented ensuring that all young people are involved in fire evacuation.

### **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.

The safety and rights of both staff and young people are protected. Staff are committed to keeping young people safe and are competent in their knowledge of protecting them. Staff receive training on safeguarding young people as part of their induction and then at regular intervals. They have a good knowledge of the bullying policy and are highly skilled at recognising

situations where bullying may occur and ensuring young people are protected. There are no incidents of young people going missing from the home. The high staffing levels, staff competence and the security in and outside the building ensure young people are safe. Staff also ensure all activities in the community are well planned and risk assessed in order to provide a fun but safe activity for the young people.

No concerns have been raised by parents or young people since the last inspection. Procedures are in place to ensure any concerns would be appropriately and swiftly resolved. Staff are competent at providing opportunities for young people to air their views and supporting them to resolve any issues they may have. The home also keep a record of compliments given to them by parents and professionals. A recent entry from a parent said, 'Thank you very much for all your support over the past two years.'

The privacy of young people is clearly respected by staff. The living arrangements provide space where they can relax and easily find privacy away from others if they wish. Staff ensure the privacy and dignity of the young people, such as knocking on bedroom doors before entering. Staff also said that the religious and cultural needs of young people are considered on a day-to-day basis. They also talked about work they do with young people to help them to understand and promote their own privacy especially around sexuality. All records are kept confidentially. Young people's issues are not discussed openly.

Staff effectively manage challenging behaviour in a planned, calm and professional manner. They view young people positively and young people are relaxed around staff. Staff are given training, which includes de-escalation as well as physical intervention. Physical intervention is only used as a last resort. There is a minimal amount of physical intervention carried out in this home. The residential action plans are comprehensive and staff use planned responses to behaviours that young people are known to exhibit. But staff said that humour also goes a long way to reducing behaviours that challenge. Staff are well versed in a variety of communication aids that enable them to support a young person before they become agitated or anxious. They also use social stories to help a young person to understand rewards, sanctions and restraint. Sanctions are applied rarely but are fair and appropriate. However, the effectiveness of a sanction is not recorded in the central log. This makes monitoring difficult to ensure sanctions are used appropriately. Physical interventions and disengagement techniques are well documented in two separate central logs. However, the guidance for staff appears out of date as it details high risk disengagement techniques which are not used and staff are not provided with that training. Therefore the guidance could be confusing.

Fire drills are carried out weekly to ensure young people are in the routine of responding appropriately to the sound of the alarm. Drills are carried out at different times of the day and night and are well documented.

### **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.

## 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

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure there is clear written guidance for staff setting out the control, disciplinary and restraint measures permitted. This specifically relates to the guidance for staff regarding disengagement techniques (NMS 22.2)
- ensure that the record of any sanctions used in the home includes the effectiveness of the sanction. (NMS 22.10)