

Inspection report for children's home

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Inspection date	29 January 2010
Inspector	Elaine Cray
Type of Inspection	Random

Date of last inspection	21 September 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 registered to provide care for three young people of either sex between the ages of 10 and 18 years with emotional and behavioural difficulties. It provides medium to long-term residential care and is owned by a private company. The home is located in a residential area that has easy access to local facilities and public transport. The house consists of a lounge, small lounge, large kitchen-diner and bathroom on the ground floor. There are three young people's bedrooms, bathroom and staff office on the first floor. There is parking to the front and a garden to rear of the house.

Summary

This is an unannounced interim inspection. The purpose of the inspection is to assess the key national minimum standards in the outcome area of staying safe and to check progress made on two actions and a recommendation set at the full key inspection to the home on 21st September 2009.

The outcome area staying safe is judged as good. Although two actions from the previous inspection are not met, these do not directly impact on the welfare and safety of the young people and the overall judgement rating remains as good.

The home continues to provide a good service to the young people. There are effective procedures to keep young people safe. Young people respond well to strong boundaries, consistent reward and celebration for improved behaviour. There are significant improvements in their behaviour. Young people's welfare is safeguarded by clear procedures which are reinforced with effective inter-agency liaison. Staff and young people are positive about the progress and achievements made in the home.

Three actions, two repeated, are made as a result of this visit.

The overall quality rating is good.

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

Improvements since the last inspection

At the last key inspection to the home in September 2009 there were two actions raised. One action was regarding the central recording of medication administered to young people. The service has attempted to address this action but the information provided compromises the personal information belonging to young people and the action is repeated. The other action related to recording when the manager works in the home. This information was not available at this interim visit and therefore the action is repeated.

There was one recommendation set at the last key inspection to improve the recording format in the home's sanctions book. This is addressed as the central sanctions record now has a section to record the staff and young people present when sanctions are given.

Helping children to be healthy

The provision is good.

Young people's medication is recorded on individual medication records as required by Regulation 29 and Schedule 4.5. In addition the home maintains a central book to record a daily audit of medication stored in the home's medication cabinet. The home has recently provided an additional central file, containing the same individual young people's medication records as reported above. These steps were taken by the manager to address an action requiring the service to expand their central recording process to include the administration of medication to young people in addition the individual records. This action was set in accordance with Regulation 28 and Schedule 3.

This method of duplicating and maintaining young people's personal and individual records in the home's central record compromises the confidentiality and exclusiveness of information required for individual young people's case files. The regulations and schedules relating to individual and the home's records are separate and records relating to medication do not reflect this exclusiveness.

Not all the key standards were assessed at this inspection and therefore the outcome judgement remains the same as at the previous inspection.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The safety and welfare of young people is given high priority, and young people are safeguarded by clear and well managed procedures and practices for promoting their welfare and safety. There are significant improvements in young people's behaviour.

The home has clear policies and procedures regarding the recruitment of staff which are in line with the Children's Homes Regulations 2001 and National Minimum Standards. Young people are looked after by staff who are trained in safeguarding children procedures.

Young people's needs and behaviour are identified in detailed risk assessments and they are protected by staff who understand and implement clear risk management strategies. The complex risks presented by young people are responded to with effective inter-agency liaison and detailed attention to the needs of young people. Staff are fully aware of the procedures regarding young people going missing and who to notify about serious incidents in the home. At the time of this inspection staffing levels were allocated to ensure that all young people are kept safe and receive appropriate support. However, inspection of young people's records and their admission information indicates a significant time lapse in the adjustment of staffing arrangements in the home. This is with specific regard to lone working. Positively, since the increase in staffing levels, there are significant improvements in the behaviour of young people.

The privacy of young people is respected and young people enjoy their own private space. There is an anti-bullying policy and strategies are documented in risk assessments and placement care plans. Young people are protected by a clear written complaints procedure with information included in the young people's guide. Young people who present English language difficulties have appropriate support to understand the procedures in the home. The manager and staff show a good level of commitment to listening to and ensuring young people's concerns are taken seriously.

There is a written behaviour management policy and procedures and staff receive training in conflict resolution behaviour management and physical intervention. There are clear boundaries

and a strong emphasis on reinforcing positive behaviours. Young people say the incentive and reward processes help them improve their behaviour. Records, including incidents involving physical restraint, are comprehensively recorded.

The physical environment is well maintained and monitored in terms of health and safety, with comprehensive and detailed documentation. Fire safety procedures are checked and monitored.

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 good.

The registered manager works between two homes and despite an action set at the last inspection, the hours worked by the manager in the home are still not recorded on the staff rota.

Not all the key standards were assessed at this inspection and therefore the outcome judgement remains the same as at the previous inspection.

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
13	provide a central record for the receipt, disposal and administration of any medicines to any child living at the home (Regulation 29 - Schedule 4.5)	12 March 2010
29	include the manager's hours on the staff rota for persons working at the home (Regulation 29.1 - Schedule 4.11)	12 March 2010
26	ensure unnecessary risks to the health or safety of children accommodated in the home are identified and so far as possible eliminated, this is with particular regard to risk assessing lone working in the home (Regulation 23 (c)).	12 March 2010

Recommendations

There are no recommendations.