

Inspection report for children's home

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Inspection date	19 May 2009
Inspector	Gwen Buckley / Gaynor Moorey
Type of Inspection	Random

Date of last inspection	7 January 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

This is a local authority residential secure unit for up to 16 young people of either sex. It is owned and managed by their local County Council. The secure unit is situated in small village approximately 10 miles from the centre of a large city. At the time of the inspection 13 places are allocated for use by the Youth Justice Board (YJB) and three for young people placed for welfare reasons. The home is operating to full capacity.

The home is sub-divided into two units, each accommodating up to eight young people. There are a number of communal areas which include large and small lounge areas, dining areas, games room, gymnasium and a fitness suite. There are educational facilities within the home as well as family rooms, therapy rooms, various offices and conference rooms.

Outdoor areas are available, one of which is a large landscaped area split into two sub-areas; a grassed and landscaped area beside a hard-standing court, the other outside area is for various ball games.

Staff on duty and young people participated in the inspection by talking to the inspectors, their views contributed towards the inspection findings.

Summary

This was an unannounced interim inspection to evaluate the progress made against the recommendation made at the previous inspection and the 'staying safe' outcome group in particular. There was nothing in this inspection that would indicate that the service delivery or provision had deteriorated since the last inspection and the overall rating of good is carried forward.

The staff team provide consistency of care for the young people accommodated. The accommodation is bright and homely. Young people report they have staff they can talk approach with any issues they have and that they feel safe at the home.

The overall quality rating is good.

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

Improvements since the last inspection

The manager was asked to develop further the policy to obtain and maintain medical consent forms. Consent forms for all young people accommodated could not be located, this recommendation has not been fully met and is being carried forward.

Helping children to be healthy

The provision is good.

Health and welfare of young people is carefully considered and actively promoted. There are good systems in place to assess and meet the health needs of the young people. The young people have their needs met and feel cared for by the staff around them.

The initial assessments and health plans contain comprehensive health information. Staff work very hard to consider the young person's health and welfare needs and adopt a holistic approach

when creating care plans. Sexual health and information related to social and welfare issues are taught in school and information is readily available in the unit. The unit now has a nurse for four days a week who is working with the staff at the unit to introduce new initiatives in such areas as self harming and medical testing on site. The young people's mental and emotional health is seen as important and specialist help is available when needed.

Good systems in place at the home ensure young people receive the correct medical treatment. Young people have their medical needs met when treatment is required. The nurse and staff manage the young people's health needs in an informed and comprehensive manner. Staff are trained in first aid. All medication is kept securely and records are accurate with a robust stock taking system. Training is available to staff on any new systems brought into the unit.

Clear systems are in place for the use of all medication. The unit has policies and procedures in place to recognise the new practices in medical care for the young people. The new policies also include guidance for medical consent. Medical consents and self administration consents are used but are not evident for all of the young people.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy is respected and information is handled in a confidential manner and their records are stored appropriately. Staff understand the importance of confidentiality and sharing information with others. Young people say they get enough privacy and use their bedrooms to have time away from the rest of the group when they want and can play games or read quietly.

Staff are clear of the procedures to be followed to progress any complaint. Complaints are addressed without delay. Young people know how complain and are supported to complain by people external to the home when needed. They feel confident that appropriate action will be taken by staff and that they will get an answer to their complaint. However, records do not always show that young people are informed on how to progress a complaint if they are not happy with outcome of the first stage investigation.

The welfare of the young people is promoted, they are protected from abuse by staff that are skilled and knowledgeable and take appropriate action when any allegation or suspicion of abuse is noted. Staff understand the importance of their role in referring child protection concerns to appropriate professionals.

Young people are confident staff will take action to protect them from bullying. Staff are vigilant with regard to relationships within the home and high supervision levels mean that there are limited opportunities for bullying or inappropriate relationships to develop. Young people discuss bullying in daily house meetings and any issues are addressed with individuals concerned.

Young people are assisted to develop socially acceptable behaviour through encouragement of acceptable behaviour. Restorative justice meetings take place when appropriate. Young people understand the reward scheme and are keen to move up the incentive levels. A young person's individual need and challenges in life are recognised and individual plans drawn up to help them move forward, both in the home and that will assist them when they settle in the

community. Young people can be confident the staff will support them and treat them as individuals.

Restraint and sanction records are well maintained. Quality assurance and monitoring systems ensure the senior management team have a general overview of how the home is operating as well as specific details of individual incidents. Action is taken to address issues if needed to develop practice and keep young people safe.

Young people live in a well maintained home that provides physical safety and security. There are no obvious hazards to compromise welfare, and fire safety checks are carried out at the required intervals. Evacuation procedures are completed and maintenance work and testing happens on a regular basis.

Staff and young people are clear about the use of single separation. Separation monitoring records are well maintained.

Young people have access to people external to the home. They have access to the monthly monitoring visitors and advocates who will support them and take action when needed. Young people have individual advocates as required and other advocates visit the home and are available to all the young people.

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):

- further develop the medication policy to ensure the home's arrangement for obtaining and maintaining medical consent is robust (NMS 13.4)

- ensure procedures are in place to enable any complainant to have the matter pursued further if they are not satisfied with the proposed first stage resolution. (NMS 16.3)