

Inspection report for children's home

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| Inspector | Muhammed Harunur Rashid |
| Type of Inspection | Key |

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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

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|---------------|---|
| 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 registered children's home provides services to six young people of either sex aged between 12 years and 17-years-old who have emotional or behavioural difficulties. The home comprises of three storeys and is situated in an urban residential area within easy access to a local shopping centre and public transport.

Five young people currently live in the home and two young people have participated in the inspection process.

Summary

At this unannounced full inspection the majority of the National Minimum Standards including all key standards were inspected.

This is a good service. Young people are supported by a stable staff team. They receive individualised support. Young people are encouraged to eat healthily. Their health care needs are met. Staff promote equality and diversity in the service delivery. However, a few shortfalls were identified during this inspection. Legal documents, such as sanction and restraint log books' pages were not numbered to avoid any mishandlings, the risk assessment of the premises was not updated and the home does not provide any computers for the use of young people.

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 previous inspection the management was asked to supply the reports required under Regulation 33 to the Registered Manager. The service has taken appropriate action to meet this previous requirement.

Helping children to be healthy

The provision is good.

Young people are provided with healthy and nutritious meals. Staff are aware of the different dietary needs of young people. Young people enjoy a variety of dishes that reflect their diversity and preferences. They are well supported to become involved in choosing and preparing their own food as they move towards independence.

Young people's health care needs are assessed. Their health care needs are met appropriately, for example, through regular appointments with medical professionals. Staff maintain good records of all appointments young people have attended. Staff support young people who are on semi-independence programmes to make their own GP appointments.

The home has a medication policy which staff follow. Staff have attended medication administration training. First aid boxes are provided in the home and staff have attended first aid training.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy and confidentiality is promoted by the home's policies, the practice of staff and through secure storage of young people's records.

An appropriate complaints policy is in place. Staff maintain a complaint log book and keep records of all complaints received. The Registered Manager investigates all complaints and records the outcome of the complaints.

The home has an appropriate child protection policy and procedure in place. There is an anti-bullying policy in place. Staff have attended child protection training. Staff's NVQ Level 3 training in child care covered safeguarding topics in details. Staff have the knowledge and skills to protect young people from bullying. Staff take appropriate actions when a young person is suspected of being absent without authority.

Staff are provided with training and guidance how to work with young people who have challenging behaviour. Staff use rewards and sanctions effectively in the well planned management of behaviour. Staff apply restraint as a last resort and maintain records of all restraints that take place. However, the sanction and the restraint log books' pages were not numbered to avoid any mishandling.

Suitable gas and electric appliances' testing is carried out. Regular fire alarm testing and fire drills are undertaken. The Registered Manager advised the inspector that she is currently updating the risk assessment of the premises.

Staff are recruited in accordance with the policy of the service. Human resources staff carry out all relevant checks on staff prior to their appointments. However, the home has not recruited any staff since the last inspection.

Helping children achieve well and enjoy what they do

The provision is good.

Young people are given individualised support in line with their needs and wishes. They can approach any members of staff including the Registered Manager and their concerns are listened to. The practical individual support is reflected in the records of key worker sessions. Young people have access to advocacy services. Staff develop individual risk assessment for young people and strategies are in place to reduce or eliminate risk factors.

A number of young people attend mainstream school. Staff encourage and support young people to attend school and with their homework. Evidence shows that the Registered Manager liaises with the placing authorities to secure formal education for young people who do not attend school. The home does not provide any computer to young people for recreational and educational purposes. However, young people can get access to the internet in the local library.

Helping children make a positive contribution

The provision is good.

Each young person has an individual placement plan. Young people benefit from placement plans which set out the assessed needs and objectives of the placements. Young people's designated key workers monitor the placement plans and ensure that these are implemented. Young people are encouraged to get involved in their review process. Reviews take place with

good frequency. Key workers complete a monthly report on each young person which is sent to the relevant placing authorities.

Staff encourage young people to maintain relationships with their family and friends. Staff welcome parents to visit the home. There is a system in place to introduce young people to the home and prepare them to leave the home when their placements end.

Staff seek young people's views during house meetings. Young people spoken to informed the inspector that staff consult with them choosing their foods, decoration of the home, purchasing clothes and determining house rules.

Achieving economic wellbeing

The provision is good.

Staff encourage young people to develop various skills which are essential for future independent living. Young people who are on semi-independence programmes have opportunities to shop and cook for themselves with staff supervision.

The home comprises of three storeys and is situated in an urban residential area within easy reach of local transport links and health and leisure facilities. Young people are provided with single bedroom accommodation. Sufficient numbers of toilets and bathrooms are provided in the home. Young people are able and encouraged to personalise their bedrooms. Maintenance issues are identified and an action plan is in place to address these issues.

Organisation

The organisation is good.

The home has developed a Statement of Purpose which includes all the necessary information required, such as the aims and objectives of the service. The Children's Guide provides information regarding the facilities available to them.

The promotion of equality and diversity is good. The staff are committed to improving equality and diversity in practice.

The Registered Manager is a qualified social worker with several years of management experience and is available for staff and young people for support and advice. The Registered Manager is supported by a deputy manager, a senior residential social worker and five residential social workers. The staff team is supported by ancillary staff.

Suitable staffing arrangements are in place. The Registered Manager reviews staffing levels in accordance with the needs of young people. Currently there is one staff member on waking night and one staff member on sleeping-in duty.

More than 80% of care staff have completed their National Vocational Qualifications Level 3 in Childcare. Staff have opportunities to attend various training for their professional development. Regular staff meetings take place. All staff receive monthly supervision and annual appraisals from their line managers.

Regulation 33 visits take place on a monthly basis and the Registered Manager receives the reports. Each young person has an individual and secured record of their history and progress.

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 |
|----------|--|--------------|
| 22 | ensure that sanction and restraint log books' pages are numbered to avoid any mishandling (Reulation 17) | 30 June 2009 |

Recommendations

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

- update the risk assessment of the premises (NMS26)
- consider purchasing a personal computer for the use of young people (NMS14)