

Inspection report for children's home

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<b>Unique reference number</b>	SC052946
<b>Inspection date</b>	4 June 2009
<b>Inspector</b>	Joanna Heller
<b>Type of Inspection</b>	Random

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<b>Date of last inspection</b>	28 November 2008
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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 registered care home for five young people of either sex aged between 12 years and 18 years old. The home provides 24 hour care for young people with emotional or behavioural difficulties. The home is part of a small private organisation which provides residential childcare, leaving care services, fostering services, family outreach and a residential family centre.

The home is situated on the outskirts of a residential area. The house is indistinguishable from other houses as a children's home. The home has easy access to local amenities including stations. The home consists of five young people's bedrooms, two staff sleeping rooms/offices, two receptions, a kitchen/dining room, one separate toilet, one toilet/bathroom and a separate shower room. Externally, there is an 80 feet garden and a front garden area.

### Summary

This was an unannounced random inspection carried out as part of the annual inspection program. The inspector met with young people, staff and management as well as touring the building and reviewing records.

This is a well managed home which demonstrates good relationships between staff and young people. Young people when asked how they would grade the home said that it was good. Young people said that it was a safe place to live and that staff were nice. Young people also praised the home's commitment to supporting their education.

Staff enjoy working at the home and feel that the organisation is committed to supporting them well and ensuring that they are well trained with opportunities for professional development.

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 inspection the home was asked to ensure that all sanctions are clearly recorded, to further develop the quality assurance systems and to ensure that the usage of closed circuit television cameras limited to the exterior of the building. The home now ensures all sanctions are clearly recorded and that closed circuit television cameras are only used for security purposes to the outside of the home. The home has further developed its quality assurance systems and is reviewing its services into how well it addresses diversity.

### Helping children to be healthy

The provision is good.

Young people benefit from a variety of nutritious home cooked foods which reflect people's choices and cultural heritage. Young people are able to help themselves to healthy snacks and drinks. Some young people say that they are not always able to get to the 'treat' type of snack as the other young people raid these. The home is looking into how it can address this issue. Young people say that the food is nice and that their favourites are cooked. Young people are encouraged to be actively involved in cooking within the home.

Staff are trained in managing medication and the home has safe systems in place for the storage of medication. Young people have access to appropriate health services such as doctors, dentists and opticians and feel their health needs are well met. Specialist health services such as counselling are sought where required. The home takes an active role in promoting healthy living through encouraging an active lifestyle including regular trips to the park to play football and the provision of gym membership. Discussions take place with young people about the use of drugs and matters of sexual health. Young people are also able to discuss such matters with the looked after children nurse and youth offending team.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Young people feel safe and are well supported by staff. Young people say the home is a nice place to live. Young people feel the home is indeed their home which they return to, to feel safe from anything outside the home. Young people are safeguarded from unsuitable people gaining employment in the home through robust vetting practices. The home ensures checks are carried out on people's identity, employment and criminal history before they begin employment within the home. Staff and young people enjoy supportive professional relationships with clear boundaries. Young people use phrases such as staff are 'nice, caring and kind people' and 'staff stand up for you'. There are clear rules in the home and sanctions are applied when the rules are broken. Young people, however, feel that the rules are fair and that the sanctions applied are appropriate. Sanctions are clearly recorded and show that young people are required to pay reparation for damages, other sanctions relate to activities. Young people have clearly identified goals for behaviour and achievements which they are working towards. Reward charts are used and young people are able to earn extra activities or money for achieving these goals.

Young people who go missing are notified to the appropriate agencies in line with local guidelines. Young people say that the home is flexible and reasonable in its approach. Staff call them on their mobile phones to see that they are alright and remind them that they are due back before instigating missing person procedures. Notifications about missing young people or other significant events are well managed.

Staff have all undertaken child protection training and are aware of the procedures to be followed should an allegation be made. The home has robust procedures in line with the local authority guidelines and effectively puts these in to practice when appropriate. Young people report that issues of bullying are monitored within the home and that staff deal with any incidents swiftly and effectively. Staff are vigilant to identify issues even where young people do not raise them.

The home has clear procedures in place to respond to complaints. Young people are aware of how to make a complaint and have confidence in management that the issues they raise will be addressed effectively.

The building is well maintained and clear systems are in place to manage health and safety issues. Fire precautionary arrangements in the home ensure young people and staff are safeguarded from fire in line with current good practice. Each young person is able to lock their bedroom door and any bathroom door to ensure privacy. The closed circuit television cameras in use are directed at the exterior of the building and do not monitor areas inside the home.

## **Helping children achieve well and enjoy what they do**

The provision is good.

Young people benefit from a wide variety of group and individual activities. The group has enjoyed trips to theme parks as well as a half term holiday to a holiday park. Each young person is allocated activity money each week to go on a one to one activity of their choice with staff. Popular activities are cinema and bowling. Young people who show an interest in art and craft are provided with suitable materials and young people's artwork is displayed in their rooms or on the notice board.

Staff show a commitment to ensuring good educational outcomes for the young people. All young people are receiving an educational input to some degree. Staff are proactive in securing additional support from placing authorities where they feel insufficient educational support is given. The home has supported young people in raising these issues with local authority children's rights officers and independent reviewing officers. Staff are fully aware of each young person's academic abilities and push the young people to achieve the best they can. Positive encouragement is given through the use of praise and confidence building approaches as well as the use of tangible rewards. Staff offer assistance in homework and revision. Young people say that the home is 'wicked on education, staff give us full support and rewards are given for doing well. They are really good at motivating us'.

## **Helping children make a positive contribution**

The provision is not judged.

## **Achieving economic wellbeing**

The provision is not judged.

## **Organisation**

The organisation is good.

This is a well managed and run home. A stable staff team is employed with little staff turnover in the past 12 months. Staff say they enjoy working at the home and feel that they are well supported. Staff benefit from regular supervision and staff meetings ensuring that care delivery and the needs of the young people remain at the forefront of practice. Staff show a detailed awareness of each of the young people's needs. Young people speak very positively of staff as nice, caring and kind. Young people also say that they felt able to talk to staff about issues which are troubling them and are confident that staff will stand up for them.

Management ensure that staff are well trained in areas which help them carry out their roles effectively. Staff say that the organisation is committed to training and individual personal and professional development. Staff have undertaken training in key areas such as child protection, first aid, fire, food hygiene, medication, diversity, restraint and autism.

Staffing arrangements meet the needs of the young people. A minimum of two staff are on duty at all times. During the day a member of management is also on duty. Additional staff are on rota on duty as required to meet needs of young people such as appointments and one to one sessions. The staffing structure of the home is clear with management, senior staff and residential social work roles clearly defined.

Placing authorities and young people are guided as to the services the home is able to offer, key policies and house rules through the statement of purpose and children's guide. The children's guide is available in a variety of formats.

Management ensure effective systems are in place to monitor the quality of care within the home and the level of service offered to young people. The registered person's representative visits the home each month and prepares a report of the visits which are provided to the home with any actions identified to be taken. The person carrying out the visits speaks to young people and staff as well as reviewing selected documentation. The organisation conducts periodical reviews of the quality of service in addition to this and has identified plans on improving the service over the next 12 months such as the improvement of some of the bedrooms and communal areas. The manager is in the process of developing a comprehensive review of how the service addresses the diverse needs of young people, staff and the community. The review includes examining how well it is doing and areas which it can improve in care delivery, staff recruitment training and support.

## **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 Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

<b>Standard</b>	<b>Action</b>	<b>Due date</b>
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### **Recommendations**

There are no recommendations.