

Inspection report for children's home

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<b>Inspection date</b>	24 November 2009
<b>Inspector</b>	Malcolm Stannard
<b>Type of Inspection</b>	Random

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<b>Date of last inspection</b>	26 May 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 secure children's centre is situated on the outskirts of a city. It is managed by the Children and Young people's Directorate of the local authority. It is a detached two storey building situated in its own secure compound.

The centre is registered as a children's home and is approved by the Secretary of State to provide secure care and accommodation for up to eight young people of both genders from 10 to 17 years of age.

At the time of inspection there were seven young people resident at the centre. The resources available at the centre for young people's use include a sports hall, outdoor courtyard area, aerobics suite and a kitchen used for developing life-skills.

### Summary

This was an unannounced inspection to monitor progress against the recommendations made at the last inspection in May 2009. All of the key standards for the Every Child Matters outcome area of staying safe were also addressed on this visit. Formal education provided at the centre was not inspected on this occasion.

The service was found to have implemented all of the recommendations set at the last inspection with the exception of one. This required further work to be undertaken in relation to recording. There are robust child protection procedures and practice in place which keep young people safe. The mental health support provided at the centre for young people is of an extremely high standard. An area identified for improvement is recording evidence that local authorities are reminded of their legal obligations to 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 last inspection in May 2009, the management of the centre was asked to consider three recommendations. Two of these have been addressed fully.

It was recommended that the health information held for young people was collated into a concise health care plan. All health information is now held together on one form. The identified needs of young people and the actions required to meet them are now easily accessible for all staff. This helps to promote young peoples' health and welfare.

The management at the centre was asked to record young peoples' participation in enrichment and activity sessions in a manner from which data could easily be extracted. All the information is now recorded on an electronic database, enabling patterns of attendance and young peoples' preferences to be easily identified. This assists staff to plan future sessions and directs young people towards activities which they may be able to continue when they leave the centre.

A third recommendation asked that the system to remind local authorities of their responsibilities towards young people who were leaving the centre was developed. The staff and management at the centre undertake some good work advocating for young people with the placing

authorities. However, this work is poorly recorded, limiting the extent to which it can be used to influence local authority practice in the longer term.

### **Helping children to be healthy**

The provision is good.

Information regarding a young person's health care needs is now collated onto a health template. This is available as a hard copy on individual files and is also stored electronically. This ensures that all staff are able to access the information required. The plans are updated as changes occur or they are reviewed on a four weekly basis if no interim amendments have been required.

The plans contain details relating to a young person's emotional and physical health needs, including any appointments attended or treatment received. Any identified areas of need are recorded along with details of how these will be met and by whom. By holding the information in this format the management at the centre are able to ensure that young people's health needs are promoted and met.

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

The provision is good.

The privacy and dignity of young people at the centre is promoted well. Staff members ensure that they announce their arrival before entering rooms and there is ample provision for young people to make and receive phone calls in private. All documents and records are held securely in a confidential manner.

The complaints system in the centre allows young people to voice any concerns they may have in a transparent manner. All investigation and recording is carried out robustly, with outcomes reached in very short timescale. There is an opportunity for young people to record their levels of satisfaction with the final outcome. A newly introduced comments box enables young people to easily raise any negative or positive issues within the centre which are not complaints. Young people are able to access visiting advocates and the person who carries out Regulation 33 visits.

Safeguarding procedures at the centre are strong and comprehensive records are made of any referrals which have been undertaken. There is good management feedback in relation to any safeguarding recording undertaken and evidence of excellent relationships with external partners. Anti-bullying procedures are in place help to protect young people and appropriate action is taken in regard to any instance of bullying which has been identified. Staff members adopt a zero tolerance approach to all instances of bullying.

An incentive scheme is in place to encourage positive behaviour from the young people. Incentives can be received by earning points for positive behaviour and attainment throughout the day. Young people understand how the system works and what is expected of them to achieve this. All staff undertake training in using physical intervention safely should this be required. Refresher training is undertaken with every staff member on a yearly basis.

Recording systems for any sanctions, single separations and restraints are of a good standard and evidence any action taken and the reasons why this occurred. All of these records are audited and information is monitored as part of the quality assurance system. The information held means that any trend in behaviour or areas for staff development can be identified at an early stage.

There are good security, and health and safety, procedures in place to ensure young people are protected from harm. All systems are regularly tested and security checks are completed consistently across the whole site. Staff receive regular training in safety and security and are made aware of any changes in procedure. Fire drills are undertaken at varying times to ensure that all staff have the opportunity to experience these. An up to date fire risk assessment is available.

No personnel files for staff members were able to be viewed on this visit; this information is held off site in a local authority provision. However, the centre holds copies of clearances and identification evidence for staff members. There are effective systems in place to vet and monitor all visitors who have access to the secure centre.

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

The provision is good.

The structured activities offered at the centre to young people have continued to develop positively. The planned activities which are offered by the individual staff teams have been adapted into a programme which allows for accreditation to be obtained by those young people who complete it. Taking place over a two month period the sessions are planned and evidence is obtained of attainment from a variety of sources. Examples of enrichment activities currently undertaken include aerobic fitness, food preparation and party planning.

Record sheets are completed for each session which are then used to inform an electronic database of attendees. This database can then be used to provide information, including which young people are involved in the activities, the range of activities they undertake and the level of participation in certain types of sessions. This information can be used to inform reviews and planning meetings and ultimately to identify interests which young people could continue to participate in when they leave the centre.

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

The provision is good.

Staff and managers at the centre are aware of the need to ensure a young person is able to leave a placement in a planned way. Transition and exit plans, including arrangements for education are discussed initially at the planning meeting and then at all reviews. Good work is undertaken in reminding placing authorities of their responsibilities to a young person who is due to leave the centre. Where support is not forthcoming, the management and key workers will raise the issue with the authority and request the assistance of the visiting advocate. Nevertheless telephone conversations and e-mail contacts which have taken place are not fully identifiable on young people's individual files. Therefore, due to the minimal recording of the actions which have been undertaken, this work cannot easily be followed up, and does not contribute as effectively as it might to the strategic improvement of local authority planning.

### **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 that all communication with a placing authority with regard to a young person's transition rights is recorded on their individual file. (NMS 5)