

Inspection report for children's home

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<b>Inspection date</b>	26 January 2010
<b>Inspector</b>	Lucy Ansell
<b>Type of Inspection</b>	Random

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<b>Date of last inspection</b>	2 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 a large detached property set in countryside on the outskirts of the nearest town, where young people can access all public transport and mainline stations. It is set in its own grounds with a large grassed area for ball games and an area set to gardens. The home is currently registered for five children with emotional and behavioural difficulties. The home has an activity and school block, a large lounge/dining area and sufficient space for five bedrooms and a large bathroom.

### Summary

This was an unannounced interim inspection. The content of this report is drawn from inspecting the outcome group staying safe. The inspection also ensured previous recommendations and actions had been met; whilst writing under these outcome groups, insufficient evidence was gained to make a judgement and therefore the judgement from the previous inspection stands.

The outcomes for the young people who are provided with a service are generally very positive. The care provided to the young people is a strong point of the management and staff team, along with good safeguarding measures. The home has worked very hard on improving its monitoring and quality assurance of all paperwork. Whilst making significant improvements, there are still some areas to be worked on and the new recommendations reflect this.

The overall quality rating is good.

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

### Improvements since the last inspection

The home received 8 actions and 6 recommendations at the last inspection, these all related to paperwork and management issues. The home has worked extremely hard to ensure these are all on the way to being met and the standard of paperwork now matches the standard of care being provided. Some of the actions are nearly met and so have been reissued as recommendations to recognise the amount of work that the management team and staff have been making.

The home has a new regulation 33 visitor who has been comprehensive in her new role and this has helped to support the effort being made to ensure paperwork is being completed to a high standard. There is also a new administration secretary who is available to ensure files are kept tidy and up to date. The manager has been able to delegate more responsibility to his deputy and seniors, and the staff team are taking more responsibility for paperwork as well the care of the young people.

The placement plans and regulation 33 reports are now up to date and revised and reviewed regularly. There is a new supervision log book and supervision is starting to occur on a frequent basis; but there is still room for improvement. The main staff group has received training in medication administration, however this was not a comprehensive course and there are still errors occurring in recording of medication that has been administered. The children's guide has been revised to include the complaints procedure and this has been given to all the young people. The manager is completing robust monitoring to ensure all incidents and sanctions are

effective and completing a quality assurance role to ensure that the service is moving forward. A central record for any child protection incidents has been set up.

The individual health records are now more comprehensive and kept in one place and the paperwork within the files is clear and legible. The safeguarding profile has been raised to ensure all staff are aware of their roles and responsibilities. Key working sessions are held regularly and monthly reports ensure all targets are specific and measurable.

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

The provision is not judged.

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

The provision is good.

The accommodation offers good levels of privacy. Policies and procedures in respect of privacy and confidentiality are actively implemented by the staff team. Confidential information is appropriately stored and shared, in the best interests of young people.

A clear formal complaints procedure is available to the young people if they are unable to resolve the matter informally with the staff. The complaints form is suitable for the age range at the home and is placed in their bedrooms. Young people are also made aware of how to contact external agencies if they remain unsatisfied.

Staff and young people are safeguarded from potential risk by robust monitoring and a good awareness of child protection policies and procedures. These are annually reviewed and updated, and the staff team have completed child protection training. The manager and his team discuss safe working practices and all elements of safeguarding within handovers and team meetings.

Young people are protected from bullying. The implementation of sound policies and procedures ensures issues are quickly spotted and appropriately dealt with by the staff on duty. In the instances of young people being absent without authority, clear policies and procedures are in place, and staff know the procedures to follow.

The young people are aware of the consequences and boundaries that are in place around them to keep them safe. The home's use of sanctions is clearly recorded by the staff involved and monitored by the Registered Manager. Policy and procedural guidance regarding the use of physical interventions is equally clear and all of the staff receive accredited training. The relationships between the young people and staff was very positive.

The home is safe and secure. The home is maintained to a good overall standard and recent decoration of all the bedroom and communal spaces has brightened the home. A clear and effective system is in place for maintenance reporting. Fire tests are undertaken and equipment is serviced at regular intervals. Service certificates are kept up to date. Health and safety audits are routinely undertaken.

The home follows its own clear recruitment guidance in practice. Staff files seen contained all the required information. Clear processes prevent new staff from starting work until all checks are satisfactorily returned.

**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.

All the young people have a revised copy of the children's guide which now includes the new complaints procedure.

Staff are receiving formal, structured supervision on a regular basis, however this is not always recorded. The home has worked hard to ensure all training needs have been met this year, and staff have now received all relevant annual and specialist training. The home is well staffed with an established core team that can provide a balance of relevant experience and competence at all times. There is also two new additions to the staff team with a new regulation 33 visitor and a new staff member with responsibility for the home's administration.

The monitoring of the home is taking place consistently to ensure they are continually adapting and moving forward.

**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 the manager completes the log book when he has undertaken supervision and has booked the following months (NMS 28)
- ensure senior staff complete a comprehensive medication administration course (NMS 13)
- ensure the monitoring and quality assurance on all paperwork continues. (NMS 33)