

Inspection report for children's home

---

<b>Unique reference number</b>	SC060327
<b>Inspection date</b>	18 January 2010
<b>Inspector</b>	John Chivers
<b>Type of Inspection</b>	Random

---

<b>Date of last inspection</b>	23 June 2009
--------------------------------	--------------

---

© Crown copyright 2010

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## 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 located on the outskirts of town and only a short distance from local facilities and amenities. The home is managed by a 'none profit' organisation, which is a registered charity and was set up in response to the needs of local families and the local community.

The home provides a respite service for children with learning difficulties and children with other complex needs. The home is registered to accommodate three children overnight and also provides day care places, and is a base for a youth group which operates on a fortnightly basis. This group does not operate when children are in residence. The home provides a homely, highly supportive and caring service for the children.

### **Summary**

The inspection was an interim inspection and unannounced. All of the National Minimum Standards for Children's Homes in the staying safe section were assessed. The sections being healthy, enjoying and achieving, positive contribution, economic wellbeing and organisation were not inspected on this occasion. There were no actions or recommendations to follow up from the last inspection and no actions or recommendations are made as a result of this inspection. The home continues to be organised and managed to a high standard and affords an equal standard of care and support to the children, having full regard for equality and diversity throughout its operation.

The overall quality rating is outstanding.

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

### **Improvements since the last inspection**

There were no actions or recommendations to follow up from the last inspection.

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

The provision is not judged.

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

The provision is outstanding.

Staff treat children with dignity and respect their privacy and attend to their personal or intimate care needs in a caring and sensitive manner. The home has a policy and procedure regarding privacy and confidentiality of which all staff are aware and who sign a confidentiality agreement as part of the home's code of conduct up on appointment. Staff also receive training in this area during their induction period. A telephone is available for the children without reference to staff and lockable cupboards are provided where children may keep secure any treasured or valuable possessions. Toilet and bathing facilities afford good privacy and have specialist equipment for those with more profound disabilities.

The home takes any complaint seriously and ensures such issues are thoroughly investigated, show action taken and have an outcome. The homely, caring and supportive service provided helps to reduce the likelihood of complaints arising and there are numerous letters and thank you cards from parents praising the home for the high standard of care afforded to their children. Children and parents have unrestricted access to the home's complaints procedures and a

pictorial version of the procedure is available to children and also displayed throughout the home. The complaints procedure and process is periodically reinforced to staff at team meetings. The home's complaints book is available and shows that no complaints have been received since the last inspection.

The home takes the protection and wellbeing of children seriously and takes positive steps regarding their safeguarding and welfare. Staff are well trained in child protection and refresher training is held annually, ensuring staff are kept abreast of any changes and updates in this area. Children learn about aspects of their personal safety via their individual school's curriculum and this is reinforced by staff during children's respite placements at the home. There is also a 'horizon' youth group which children attend and where they further learn about aspects of personal safety. Children are supervised closely and staff are diligent regarding their welfare. There are no current or ongoing child protection or safeguarding issues at the home.

The close supervision arrangements afforded the children coupled with the caring and supportive inputs by staff help reduce the likelihood of bullying and unauthorised absences occurring. Staff are alert to any bullying and intimidating behaviour among the children and confirm such conduct is not an issue in the home. The home's has a detailed policy and procedure regarding anti bullying and a range of pictorial anti bullying information is displayed and accessible to the children. There is a clear missing persons policy and procedure, though no unauthorised absences have occurred.

Children's behaviour is very well managed and staff receive annual training in a recognised system of behaviour management. Staff liaise closely with parents regarding children's behaviour management and relaxation and massage techniques are used on children by appropriately qualified staff in certain circumstances. There is signed parental consent regarding the implementation of these methods. Staff have positive relationships with children and interact and engage them appropriately. Children respond favourably to staff requests and instructions. Children have comprehensive care plans in place which also contain emotional and behaviour management strategies. Such plans and strategies are monitored and reviewed on a regular basis. The home's sanctions book shows that no sanctions have been imposed since the last inspection and any physical interventions or restraint used is clearly recorded and appears appropriate and necessary in the circumstances described in the records. The sanctions and restraint records are signed by staff and countersigned by the manager and Regulation 33 monthly visitor as part of the home's monitoring and quality assurance system.

The home takes active steps to keep children, staff and visitors safe from the inherent risk of fire and other potential safety hazards. The home has a health and safety policy and a list of house safety rules. The employers health and safety poster is prominently displayed. Health and safety inspections occur monthly and health and safety issues are discussed at team meetings. There is a current fire risk assessment and fire evacuation drills and fire alarm tests occur on a regular basis. All staff receive training in fire awareness. There are current utility safety test certificates available and a range of generic risk assessments are held which have been recently reviewed and updated as appropriate. Standards of cleanliness and hygiene are high throughout the home and no safety hazards are evident in the areas of the premises accessed.

The home's recruitment and vetting arrangements help to ensure that only suitable staff are employed to look after the children. The home has a staff recruitment policy which incorporates

and equal opportunities and equality and diversity policy statement. The home's recruitment and vetting procedures are robust and sound and staff files hold all required information including two written references and checks via the Criminal Records Bureau at enhanced level.

### **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
----------	--------	----------

### **Recommendations**

There are no recommendations.