

Inspection report for children's home

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<b>Inspection date</b>	22 February 2010
<b>Inspector</b>	Merryl Wahogo
<b>Type of Inspection</b>	Random

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<b>Date of last inspection</b>	31 July 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**

This is a home for up to seven young people, aged between five and 15 on admission. An older admission age applies to the two young people who are accommodated in the semi-independence unit. This service is accredited as a registered therapeutic community. Most of the young people have therapeutic input from external therapists and the aim is to achieve permanency within a family setting. The young people usually remain at the home for up to two years before they move on. The home is a very well maintained and modernised detached 17th century building situated on a busy main road a few miles from a major town centre.

### **Summary**

This was the unannounced interim inspection covering the staying safe outcome area and recommendations from the last key inspection. Standards remain very high, with a great deal of attention being paid to all aspects of keeping young people safe. The organisation continues to attempt to find a suitably experienced and qualified manager to be registered with Ofsted.

In this setting young people are encouraged to think of staff as they would of any parent or adult in loco parentis, and therefore call them adults rather than staff. This report therefore honours that ethos by using the same terminology.

The overall quality rating is outstanding.

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

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

There is improved consistency in the recording of young people's comments in the sanctions record (called record of therapeutic consequences). It is, however, not yet perfectly consistent.

Management have reviewed the staffing policy and sleeping in arrangements for the semi independence unit. This is now covered appropriately.

### **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.

Adults ensure that young people do not enter the office where confidential records are kept. If young people do enter, they are asked to move or are removed if necessary.

Adults in the home are good at encouraging young people to enter their complaints into the complaints book. They also ensure that any follow up is written into the book, including young people's views as to whether the complaint has been dealt with properly. Some young people feel that they are unfairly prevented from using the phone at night. They are, however, satisfied with the explanation of the policy in combination with the suggestion that the deputy manager will discuss this with the adults in question. No one else has made any complaints since the last inspection.

Safeguarding issues are high on the agenda for all the adults, supported by appropriate policies and procedures. Ensuring the young people's safety and capacity to keep themselves safe, is one of the main reasons for referrals for therapeutic support. Adults work well with external therapists to support therapeutic goals.

The home has a thorough approach to preventing and/or managing bullying. All the records are clear and detailed, allowing adults to evidence that policies and procedures are followed. Equally, there are clear policies and recording procedures in relation to absconding and adults follow these well.

Young people understand and agree with the range of possible consequences for unacceptable behaviour. They have a role in deciding which consequence is most appropriate in the circumstances. Adults record all these incidents well and have improved their recording of any comments by the young people, although this is still not perfect. Adults demonstrate a good understanding of the home's policies and procedures in relation to physical intervention. They record such events thoroughly, with all necessary details. The forms permit the adults to prompt managers to do any necessary reassessment and planning.

Adults complete all the necessary checks to ensure fire safety and the necessary equipment is in place. Fire drills are conducted whenever there is a new adult or young person in the home. Additionally, the managers have improved risk assessments, which were already thorough, by adding numerical evaluations. Nevertheless, the policy relating to managing with a reduced number of adults in the main house at night, is unclear about the exact meaning of locking windows and doors. This poses a small risk that a fire door may be locked inappropriately or ventilation reduced too severely.

The recruitment process in this home is thorough. Potential employees and young people alike appreciate the chance of a trial shift as part of the process.

### **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 outstanding.

There is no evidence to suggest that standards have dropped in this outcome area.

There is now clear evidence for the semi independence unit, of robust arrangements being in place to ensure that there is always adequate adult cover at night. The acting manager is currently reviewing the whole of the employee handbook.

The organisation is in the process of recruiting a new manager.

## 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):

- improve the clarity of the night time security procedures. (NMS 26).