

Inspection report for children's home

Unique reference number	SC066129
Inspection date	25 February 2010
Inspector	Cheryl Carter
Type of Inspection	Random

Date of last inspection	7 August 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 service is in a residential community near the seaside in Kent. It provides accommodation for up to three young people aged between 12 and 18 years who require immediate accommodation due to placement breakdown or current crisis in their lives.

The statement of purpose, is sent to placing authorities and inspection reports are made available. The children's guide is made available to the young person prior to admission.

Summary

This unannounced, interim inspection looked at the progress the provider has made in relation to the actions and recommendations set at the last inspection. All the key standards relating to the outcome areas 'staying safe' and 'organisation' were inspected. This home continues to provide a good service.

Children are safeguarded by the home's policies and procedures for health and safety. These include good fire safety arrangements, regular building checks and robust staff recruitment procedures. This is a well managed service where staff are provided with good support and there are lots of training opportunities. The quality of the service is kept under review.

One action and two recommendations were made at this inspection.

The overall quality rating is good.

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

Improvements since the last inspection

The registered provider was asked to ensure the monthly monitoring of the home, to notify the relevant persons or agencies in all matters according to regulation 30 and to keep their policies and procedures up to date. Action has been taken in relation to each of these issues and this contributes to the safeguarding of the children. The recording of the fire drills has improved and product information safety sheets relating to chemicals used in the home, are now accessible to all staff. The recording of fire drills has improved. The recommendations made following the recent visit from the fire safety officer have been addressed.

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.

Children's privacy is respected and confidentiality is maintained. Files are securely stored in a locked cabinet in the office and staff are clear about their roles for ensuring confidentiality and when this cannot be maintained. Bedrooms and bathrooms have suitable locks. Children say that they are happy in the home and staff respect their privacy.

The home has a complaints policy and information about how to make a complaint is available to the children. No all complaints made by the children are recorded. The registered manager

said that children's complaints are always dealt with when they arise and these are usually comments rather than complaints.

The home has good policies and procedures relating to child protection. Staff members are trained in child protection and have the information they need should there be an allegation of abuse, or suspected abuse. Bullying is not a problem in the home. The registered manager stated that staff would challenge any bullying should it occur. There is however, no system in place to monitor children's behaviour in order to stamp out any early signs of bullying.

Children who go missing from the home are protected. Staff ensure that the appropriate people are made aware when a child is missing, including the police and placing authority. Clear records are maintained of this and staff are proactive in trying to locate, and return the missing child.

Children's care plans set out their needs and how these are met. This helps staff to respond to behaviour appropriately to the benefit of the children. Restraint is used very frequently in this home. Sanctions are used consistently, however, there are no records of rewards. Staff ensure that attention is paid to helping children spend their time constructively and enjoyably.

Children are safeguarded by the good health and safety policies and procedures that exist in the home. The recommendations following the recent visit by the fire safety officer have been addressed. Staff recruitment procedures are robust and promote children's safety.

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.

The promotion of equality and diversity is good. The staff team is diverse in ethnicity, age and gender. There is a clear statement of purpose that sets out what the home intends to do. This ensures that stakeholders have the information they need about the home. There is also a children's guide to the home that gives information about what the home sets out to do for the children

Children receive good care from a competent staff team. Staff are employed in sufficient numbers and many are trained at Level 3 National Vocational Qualification in children and young people, or are working towards this qualification. Supervision is provided to staff on a regular basis. Regulation 33 visits on behalf of the provider, are completed monthly and the manager of the home has a system in place to monitor the home against the Statement of Purpose. Each child has a file that contains all the necessary information and these are stored appropriately.

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
16	ensure that all complaints are recorded, the action taken in response and the outcome of the investigation (Regulation 24.5)	19 March 2010

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure there is a system in place to record incidents of bullying (NMS18)
- provide evidence that children are rewarded as part of the behaviour management plans (NMS 22)