

Inspection report for children's home

Unique reference number	SC021679
Inspection date	14 June 2010
Inspector	Mark Kersh
Type of Inspection	Random

Date of last inspection	11 January 2010
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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 home is one of a number of children's homes run by a private organisation. The home is located in a diverse area of a city. The home provides medium to long term accommodation for up to four young people of either sex, between the ages of 11 to 17. The accommodation comprises of single bedrooms, a lounge, dining room, kitchen and a communal area. Local shops are easily accessible, as is the bus route into the city centre.

Four young people currently live in this home of whom three were present during this inspection.

Summary

This interim inspection focussed on the outcome areas of being healthy, staying safe and organisation. The outcome areas for enjoying and achieving, positive contribution and economic well-being were not inspected during this visit.

This service continues to provide excellent opportunities for young people and the focus is firmly on achieving excellent outcomes. Young people are encouraged to eat healthily and take regular exercise so that they leave the home with the necessary skills to support their independence.

The home works closely with a wide range of outside agencies in order to meet the full range of young people's needs and keep them safe.

Young people receive excellent support from staff, which enables them to fulfil their true potential. They are actively encouraged to live their lives fully and pursue their ambitions and goals. Young people thrive and make rapid progress and their individual achievements are celebrated.

The overall quality rating is outstanding.

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

Improvements since the last inspection

Not applicable, there were no actions or recommendations made at the previous inspection.

Helping children to be healthy

The provision is outstanding.

Young people actively contribute in the planning of individual menus and are supported by staff to identify foods that are healthy and good for them. Meals are provided which take into account young people's diverse needs and they experience foods from other cultures. Young people manage their weekly budget allowance extremely well and this significantly enhances their experiences of preparing for independent living. Young people and staff are trained in food hygiene and know how to prepare and cook food safely.

Young people are routinely registered with doctors, dentist and opticians and action is taken to obtain medical treatment for them, whenever required. Young people receive excellent support and advice on a range of health and social issues and have access to counselling services. Individual health care plans are clear, showing past and current health issues. Staff consistently

maintain these plans and update them following routine health appointments attended by young people.

Young people are protected by trained staff who are very effective and have a clear understanding of the medication policy. This ensures procedures are followed correctly for the storage, administration, recording and disposal of all medication. Monitoring is robust and ensures all medication brought into the home is accountable, and administered as directed. Any allergies young people have to medication are clearly highlighted within records, to prevent them experiencing any adverse side effects.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Staff respect young people's privacy and they treat young people as individuals, with dignity and respect. Confidential records are securely stored to protect young people's privacy. Complaints are taken seriously and these are recorded appropriately, where they have occurred.

Staff receive training so they know how to promote young people's welfare and safety. They are able to identify suspected abuse and take appropriate action to protect young people from harm. There are no concerns with young people placing themselves at risk of abuse or exploitation. Excellent links are maintained with outside agencies responsible for the protection of young people.

Young people and staff say bullying is not an issue and staff demonstrate well the strategies used to intervene and discourage any forms of bullying behaviour. They provide young people with good support, information and advice about bullying, so that young people are clear about which behaviours are unacceptable and will be challenged by staff.

The home has a missing person's policy, which staff use to protect young people where they absent themselves without authority. Relevant authorities are notified of a young person's absence, to promote their safe return. On such occasions young people have an opportunity to discuss their reasons for absence with an independent person.

Staff encourage young people to behave in a socially acceptable way and they are trained to deal with challenging behaviours safely. The home rarely uses restraints but where these have occurred, they have been undertaken professionally with the use of physical intervention being minimal. Staff engage with young people positively and they respond calmly to disruptive behaviours. Sanctions used by staff, are fair and not excessive or controlling. Incentives and rewards feature far more than sanctions and assist young people to develop and manage their behaviour.

Health and safety matters are effectively managed. Potential hazards, such as electrical and gas appliances, are all regularly serviced and maintained. There is regular testing of the home's fire alarm and the numbers of fire drills held within a twelve month period exceed the minimum specified requirement. Young people confirm they know how to evacuate the home and have taken part in fire drills.

Ofsted has undertaken an audit of staff personnel files within the organisation, any shortfalls identified are being addressed by the provider. There are no issues within this home in respect

of recruitment checks, with current staff. Young people participate in any recruitment campaign and their views are listened to.

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.

The home has a comprehensive Statement of Purpose which is reviewed on a regular basis. Young people confirm they are provided with a welcome pack and have lots of information available to them about the home and services provided outside of the home.

Staff work with individual young people and as a group to encourage empathy and understanding. They engage young people in direct work to explore stereotyping, discrimination, prejudice and bullying. They provide young people with a broad range of reading materials about other people's faiths, cultures and traditions, and they ensure all young people receive the same positive opportunities.

There is strong leadership and effective management of the home. There is excellent communication between staff, and managers and collectively they support each other, in the challenging work they perform. Young people benefit from these relationships and the care provided to them.

The care of young people living at the home is regularly monitored. There are systems in place to ensure the home's performance is monitored every month so that any trends, patterns, or issues requiring action, are identified. The individual needs of young people are recorded and daily records of young people's experiences are maintained. Young people have a secure and private record of their time within the home and these records are made accessible to them, on request.

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 Children's 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

There are no recommendations.