

Inspection report for children's home

Unique reference number	SC381531
Inspection date	13 August 2010
Inspector	Jacqueline Malcolm
Type of Inspection	Random

Date of last inspection	14 January 2010
--------------------------------	-----------------

© Crown copyright 2010

Website: 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

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 a highly specialised children's home that is provided by a private residential childcare provider in partnership with an independent healthcare provider. The service provides residential care for children and young people who have experienced moderate to serious mental health problems. The home offers a therapeutic environment that will facilitate a transition between inpatient treatment and integration into the community.

Two young people were resident at the time of the inspection and interacted briefly with the inspector.

Summary

This unannounced random inspection was carried out to assess the outcome area of staying safe. In addition, a follow up on the home's progress to address the actions and good practice recommendations made at the last inspection was conducted.

A new manager has been in post for several months and has submitted their manager's application to register with Ofsted.

Young people are cared for in a structured and nurturing environment that is understood by them and meets their individual needs. Staff know how to keep young people safe and know how to promote their health and well-being in an effective manner that improves their quality of life and stimulates good outcomes. The young people who live at the home are making very good progress.

One good practice recommendation has been made at this inspection with respect to the testing of all portable electrical equipment.

The overall quality rating is good.

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

Improvements since the last inspection

The provider has addressed the one action made at the last inspection in relation to notifying Ofsted about all significant incidents. This ensures that all appropriate authorities are properly informed in accordance with regulation 30.

The good practice recommendation regarding the consistent recording of stakeholders' feedback regarding the quality of care in the home has been addressed and continues to be developed by the manager to ensure a clearer link between the feedback and outcomes for young people. Young people's risk assessments are good. However, they have not been updated to include an assessment of the likelihood and severity of the risk identified. This recommendation is reinstated in this report.

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.

Young people's privacy and dignity is well respected. Young people do not share bedrooms and they have a key to their rooms, which enables them to keep their belongings safe. Staff do not enter young people's rooms without an invitation to enter, which respects a young person's need for privacy and affords them time to themselves. Staff promote good hygiene standards and personal care that is sensitive to the needs of young people. There is sufficient space in the home's grounds for young people to meet with professionals and significant people in private. Information about young people is confidentially shared and their documents are stored in a secure environment.

Young people are aware of the complaints procedure and are provided with the information and contacts, including external agencies. The home has an open door policy, whereby young people can speak directly to the manager about any concerns they may have. Young people are encouraged to approach staff directly and have opportunities in their meetings to discuss any issues. No young people have made a complaint for some time.

Staff are trained in safeguarding and all have had up to date training to update their knowledge base. The manager and senior staff have attended a nationally recognised safeguarding training that lasts for several months. It is planned that this training will be rolled out to the rest of the staff team in the future. These measures ensure a well trained staff team who know what action to take in the event of a safeguarding concern. This promotes the safety and welfare of young people.

Young people are effectively protected from bullying behaviour. Staff are trained in countering bullying so that they know how to respond. High staffing levels and monitoring of the young people around the home minimises the risk of bullying and safeguards young people. Some of the young people are vulnerable to bullying; however, they do not experience this behaviour in the home. Young people are encouraged to spend time together as a group, get involved in meetings and to be mindful of each others needs.

Young people's behaviour is managed extremely well by staff who are appropriately trained in an approved behaviour management technique that incorporates a range of de-escalation practices. There are clear, firm and consistent boundaries that the young people respond to very well and as a result, notable changes have been made to their behaviour and individual routines. Staff encourage young people to develop socially acceptable behaviour and they are making very good progress. No young people have been missing from home without permission and are cared for in a safe environment. Positive incentives promote good behaviour and consequences are implemented to respond to poor behaviour, which are agreed beforehand with the young person and the placing authority. These are relatively few and the frequency of physical interventions are also minimal. These are monitored by the manager and visitor on behalf of the provider.

Young people's physical safety and security is satisfactorily promoted. All checks on the fire prevention system and equipment are up to date and young people are involved in fire evacuation drills. Staff follow the health and safety risk assessment to ensure the effective management of risk. Young people's individual risk assessment does not include details about the likelihood and severity of risk. There is no evidence that portable appliance testing has been carried out on all of the electrical equipment in the home. This shortfall compromises the safety of young people using the equipment.

Young people are well protected from people who may pose a risk to them. All staff have an updated Criminal Record Bureau clearance in line with the organisation's procedures. Visitors are appropriately vetted, monitored and are asked to record their presence in the visitors' book.

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

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

- ensure that risk assessments include an assessment of the likelihood and severity of the risk identified (NMS 26.2)
- provide certificates to show that checks on all electrical installations and equipment have been checked and are safe to use. (NMS 26.4)