

Inspection report for children's home

Unique reference number	SC039213
Inspection date	17 August 2010
Inspector	Muhammed Harunur Rashid
Type of Inspection	Key

Date of last inspection	16 November 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

The registered children's home provides services to six young people of either sex aged between 12 years and 17-years-old who have emotional or behavioural difficulties. The home comprises three storeys and is situated in an urban residential area within easy access to a local shopping centre and public transport.

At the time of the inspection five young people were living in the home and two of them have participated in the inspection process.

Summary

At this unannounced full inspection, all key national minimum standards (NMS) were inspected.

This is a good service. Young people's welfare is enhanced by the good relationships that exist between staff, and young people, and between young people and their peers. Young people are encouraged to eat healthily. They live in a safe environment. Young people receive individualised support. Their educational attainments are promoted. The home works closely with a wide range of outside agencies in order to meet the full range of young people's needs. Staffing levels are reviewed in accordance to the needs of young people. Individual needs are recognised and plans are in place to address them. Staff are well supported by the Registered Manager who is committed to promoting the welfare of young people and focusing on improvement.

The overall quality rating is good.

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

Improvements since the last inspection

The service was asked to provide an appropriate adult training to staff. The Registered Manager is in the process to arranging this training. This step will promote the welfare of young people.

Helping children to be healthy

The provision is good.

The health needs of all young people are promoted positively. Young people's health care needs are well assessed and a system is in place to meet these needs. Working in partnership with young people, health and social services, the home contributes to identifying, monitoring and meeting young people's health needs. Staff assist young people to register with a local General Practitioner and attend any health related appointments. Staff maintain records of all appointments young people have attended.

The home has a medication administration policy which staff adhere to. Medications are safely stored in a locked cupboard. Staff have attended medication administration training and they keep records of all medications administered to young people. Staff are provided with first aid training and first aid boxes are provided in the home.

Young people are encouraged to eat healthy home cooked meals. Staff promote healthy eating and also support young people to plan and choose the menus. They are well supported to

become involved in choosing and preparing their own food as they move towards independence. Young people enjoy a variety of dishes that reflect their diversity and preferences.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy and confidentiality is promoted by the policy in place, the practice of staff and through the secure storage of young people's records. Young people are provided with single bedroom accommodation and a sufficient number of bathrooms and toilets are available. Information regarding young people and staff is kept in a locked cabinet.

An appropriate complaint policy and procedure is in place and the procedure is made accessible by being displayed in the home. Staff maintain a complaint log book and keep records of all complaints received from the neighbours and young people. Complaints are appropriately recorded and managed according to the home's procedures.

The home has clear systems in place that safeguard young people from abuse. Training is available for staff on safeguarding young people. Staff protect young people through their knowledge and understanding of safeguarding and anti-bullying issues and by following robust procedures. Young people spoken to informed the inspector that they have good relationships with staff and other young people.

The home has a policy and procedure in place for dealing with unauthorised absence from care. Staff take appropriate action when a young person is suspected of being missing from care. Staff also record the date and time in the missing from care log book.

Staff are provided with training and guidance on how to work with young people who have challenging behaviour. The home imposes sanctions for young people's unacceptable behaviour and applies restraint as a last resort. Staff maintain records of all sanctions and restraint that take place. Staff also reward young people for their socially acceptable behaviour.

Staff have attended health and safety training. They take appropriate steps to keep young people, visitors and themselves safe from the risk of fire and other hazards. A risk assessment of the premises is in place. Staff carry out regular fire alarm testing and fire drills. However, staff do not always record the evacuation time from the premises. Suitable gas and electric appliances' testing is carried out.

The home has a thorough recruitment policy and procedure in place to protect young people. The Registered Manager ensures that all necessary information is obtained prior to the appointment of staff. Staff files included photocopies of their passports, two written reference letters and a Criminal Records Bureau disclosure.

Helping children achieve well and enjoy what they do

The provision is good.

There is a strategy in place to ensure that a key worker is assigned for each young person and the young person is supported in line with their needs and wishes. Young people can approach any members of staff and they are listened to. There is a system in place to develop a monthly progress report on each young person which is sent to the relevant placing authority. Staff

develop an individual risk assessment for each young person and a strategy is in place to eliminate or reduce the identified risk factors.

Staff are positive in their approach to education and in promoting the educational attainment of young people. They encourage and support young people to attend formal education and to sit GCSE examinations. The home provides quiet room for young people to study. Staff support young people with homework. The home provides computers for young people to use for recreational and educational purposes.

Helping children make a positive contribution

The provision is good.

Young people benefit from the placement plans which set out the assessed needs and objectives of the placements. These also stated how assessed needs would be met on a day-to-day basis. Young people are encouraged to get involved in their review process. Evidence shows that statutory reviews take place on time. Young people and their family member attend review meetings and contribute.

Young people are able to maintain contact with their families and friends. Young people have opportunities to receive visitors in private. Staff welcome carers and parents to visit young people at home. Key workers liaise with parents and professionals involved and pass significant information to them where appropriate.

There are appropriate procedures in place for introducing young people to the home. There are procedures for young people leaving the home covering both planned and emergency departures. The children's guide provides information about the service on offer.

Interaction between staff and young people is genuinely warm and relationships are valued. Young people are consulted during weekly house meetings. Evidence shows that they and their family members are also consulted regularly to improve the service they offer. Information regarding access to advocacy services is provided.

Achieving economic wellbeing

The provision is good.

Staff encourage young people to carry out a variety of tasks independently or with support. These include personal hygiene, cooking, shopping, cleaning and budgeting. Each young person's placement plan clearly identifies independence work young people are encouraged to carry out. Staff encourage and assist young people to open saving accounts. Staff also support young people to write Curriculum Vitae and finding employment.

Young people receive weekly allowances from staff. Clothing money is provided once a month and staff accompany young people to shop for buying clothes. Young people receive activity money and staff accompany them to various activities.

The home's location, design and size are in keeping with its purpose and function. The home serves the needs of young people. The premises are well decorated, furnished and maintained to a good standard. Staff encourage young people to personalise their bedrooms in accordance with their wishes. Young people's bedrooms are decorated and they are able to choose carpets and other household items.

Organisation

The organisation is good.

The home has developed a Statement of Purpose. This includes all the required information, such as the aims and objectives of the service. The young people's guide provides information regarding the facilities available to them.

The promotion of equality and diversity is good. Evidence supports a consistent commitment to improving equality and diversity in practice. Young people receive an individualised service in the home which is designed to meet their personal needs. Staff are recruited from various minority ethnic groups and have a good understanding of young people's dietary, religious and cultural needs. Staff support young people to make personal choices and to access community resources.

There are sufficient number of staff on duty at all times. The Registered Manager reviews staffing levels in accordance with the needs of young people. Rotas show there is a balance of gender and cultural backgrounds of staff whenever this is possible.

The Registered Manager is a qualified social worker and has several years of experience in child care settings. She is also managing another sister home of the service. The Registered Manager is available for both staff and young people for support and advice.

All staff receive regular supervision and annual appraisals from their line manager. Regular staff meetings are held and staff have opportunities to contribute to the meetings.

Staff received various training for their professional development, such as health and safety, first aid, food hygiene and challenging behaviour. More than 80% of staff have completed their National Vocational Qualification at level 3 in the Caring for Children and Young People. The Registered Manager advised the inspector that she is in the process of providing further staff training for their professional development.

Each young person has a permanent private and secure record of their history, development and progress throughout their childhood.

There are systems in place to monitor the performance of the home against the Statement of Purpose. An external consultant who conducts the Regulation 33 visits regularly attends the home. The Registered Manager monitors and signs the home's records, and takes appropriate steps on issues requiring actions.

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

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

- ensure that staff record the evacuation time from the premises when they carry out fire drills. (NMS 26.8)