

Inspection report for Children's Home

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Inspector	Helen Walker
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 provides care and accommodation for up to five young people of either gender, aged from eight years to 17 years old. The home is a detached property in a residential area in a town. It is close to schools, shops and leisure facilities. There are good public transport links to neighbouring towns and cities.

The home has individual bedrooms used by young people and two of these have en suite bathroom facilities. A house bathroom is on the first floor. On the ground floor there is a lounge, a games room and dining kitchen. The staff and manager's offices are also on the ground floor. The two bedrooms used by staff who sleep-in are on the first and second floors. To the side and front of the house is a patio with an established garden and shrub area.

There are four young people living in the home. One young person was present and took part in the inspection process.

Summary

The overall quality rating is good.

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

At this unannounced interim inspection the key standards under the outcome area of staying safe were assessed. The action and recommendations made at the previous inspection have been considered and details noted in the improvement section of this report.

The home continues to provide a very good level of care to young people. Young people are well looked after and staff present as very caring with a good understanding of each young person's care needs.

There are good safeguarding practices in place to protect young people from harm. Appropriate and positive behaviours are encouraged. Young people say there is no bullying in the home but on occasions there are disagreements. They consider staff are quick to deal with such issues and promote anti-bullying within the home. The home environment is well maintained with systems in place for health and safety checks to be carried out. Young people and staff are aware of the fire evacuation procedures and know what to do in the event of a fire in the home.

No actions or recommendations have been made at this inspection visit.

Improvements since the last inspection

At the last inspection one action and four recommendations were made. The provider was asked to ensure young people have written placement plans to show how on a day-to-day basis they will be cared for. All young people now have a placement plan on file. This describes how the young person is cared for and their welfare safeguarded and protected by the home.

Young people have better access to enable to prepare snacks and drinks for themselves at reasonable times in the home. The admission process to the home is improved. Staff have developed an admission check list to ensure young people are fully aware of the home's expectations of them and what they can expect of staff.

Staff receive training to support them in their work, in particular that more specific to the young people's needs such as drug awareness. The recommendation for 80% of staff to have a relevant childcare qualification remains outstanding and has been restated in this report. However, the provider has a programme of training in place to enable staff to achieve a suitable childcare qualification.

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.

Confidentiality is managed effectively and personal records are securely stored. Young people have an individual bedroom which provides them with their own personal space. They have access to a telephone in the home and all have a mobile phone. This allows them to make calls in private without reference to staff.

Staff are aware of the need to keep young people safe. They receive training and are familiar with safeguarding guidance. Staff follow this guidance in order to help to protect the young people from harm.

The complaints procedure is known to the young people and they confirm they have the opportunity to raise any issues they are unhappy with. Any complaint is taken seriously and dealt with appropriately. Key worker sessions and house meetings give young people a forum to have their say. Young people also have contact with people they can talk to who are independent of the home. Young people talk of their discussion with their key worker, contact with family, friends, and health and education professionals.

Good procedures are in place should young people go missing from the home. Staff record unauthorised absences fully, with details of the action taken to try to ensure

the young person's safe return. Very good links exist with the police missing from home coordinator and from this a robust protocol exists between the police and the home. Young people say there is no bullying at the home although there are times when there are disagreements between themselves. They consider staff deal appropriately with these incidents. Staff confirm bullying is not tolerated and that this is not an issue in the home at this time.

The home environment is well maintained with systems in place to ensure regular health and safety checks are carried out. This includes gas and electrical checks to ensure equipment is safe to use. Young people say they participate in fire evacuation drills and know what to do in the event of a fire in the home.

Young people are encouraged to develop appropriate and acceptable behaviours. Staff present as very caring and aware of young people's individual needs. They promote a positive culture within the house which includes rewards and incentives for young people. Young people have the opportunity to obtain more pocket money and additional activities. Staff encourage young people to be positively occupied and involve themselves in a range of activities such as those organised by the local authority activity agreement officers.

Staff receive support and training to assist them to deal properly with challenging behaviour. One physical intervention since the last inspection indicates they are skilful to resolve issues before behaviour escalates.

Thorough recruitment and employment procedures are in place which helps to confirm that staff are suitable to work with young people.

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.