

Inspection report for Children's Home

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Inspector	Susan Mullin
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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

The home is registered to provide medium to long-term placements for three young people between the ages of 11 to 17 years who have a range of emotional or behavioural difficulties. The property is a large detached family-sized house, in an established residential area close to a local town centre. The aim of the home is to offer individualised support designed to achieve stability and to prepare young people for a return home or independent living. There were two young people resident at the time of the inspection and one young person took time in talking very positively about the home, with the inspector.

Summary

The overall quality rating is good.

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

This unannounced interim inspection focused on the progress the service has made with the actions and recommendations made at the last inspection as well as reviewing all the key standards under the outcome area of staying safe. The outcome areas enjoying and achieving, positive contribution, economic well-being and organisation were not looked at during this inspection. The overall rating is judged as good.

The provider has recently appointed a an acting manager, whose application for Registered Manager will be processed by Ofsted.

Staff are committed to the safety and well-being of the young people they care for. The operational manager ensures that action is taken to provide staff with the relevant training to carry out their role. Achieving the best outcomes for young people is a high priority therefore regular monitoring of the home enables the service to develop. Young people receive a good level of care.

Improvements since the last inspection

At the previous inspection there were five actions where the provider was asked to update risk assessments to reflect the identified needs of young people and to improve records made following a restraint or a sanction. The provider was also asked to ensure that the performance of the home is monitored against the Statement of Purpose and that all care staff receive supervision at the intervals recommended. Remedial action has been taken to resolve all of these issues. In addition there were two recommendations made, which related to maintaining a separate record of all room searches and that the certificate of liability insurance specified the setting's name and address details. These have also been addressed satisfactorily.

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 are kept safe within the home through a good range of systems and procedures.

All young people have sufficient privacy within the home. Each has their own room which can be locked. Young people's rooms are occasionally searched and the recordings made state the reasons for this.

All staff are trained in responding to safeguarding concerns and there is an effective system for recording and responding to these, that is in line with the local authority procedures. Meetings are convened with different agencies to support young people where safeguarding issues are raised. Young people state that there are no ongoing bullying issues within the home and that if there are problems between young people these are sorted out by the staff.

Systems within the home and open relationships with staff enable young people to raise any concerns they may have in a safe and supportive environment. The home has a clear complaints procedure which young people are aware of. This helps to protect and safeguard young people from the risk of harm and abuse. In addition to the home's complaints procedure, details are readily available of other agencies which young people can contact should they have any concerns, including Ofsted. Records of complaints are kept as required. Young people reported that they are not afraid to raise any concerns and feel they will be listened to and the information will be acted upon where appropriate. The operations manager regularly meets individually with young people to obtain their views about their care and to ascertain if they have any concerns.

Respectful relationships exist between young people and staff. Staff present as positive role models. They are committed to enabling young people to change unacceptable behaviours and develop socially acceptable behaviours, in preparation for adulthood and being part of the wider community. Young people are praised for their good behaviour and positive changes in behaviour are recognised and rewarded. Staff are skilled at discussing and negotiating boundaries and guidelines with young people where young people's behaviour potentially places them at risk. Staff successfully reach agreements which do not restrict a young person's freedom and at the same time enables the young person to keep themselves safe.

The staff team have received training on behaviour management. The use of sanctions is minimal and restraint is very rarely used, which is testament to the skills

of the staff team. Young people are given the opportunity through direct work sessions to discuss any incidents, which result in sanctions or the use of restraint. Appropriate records are kept of restraints and sanctions. Systems are in place to support young people that absent themselves from the home without permission.

Checks are completed to ensure the safety of staff and young people. The home has a risk management action plan and risk assessments are completed regarding each young person, to ensure individual risks are highlighted and responded to. The operations manager ensures that all staff have up to date Criminal Records Bureau checks and that full recruitment information is completed which is in line with the statutory requirements to ensure the safety of the 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.