

## Inspection report for Children's Home

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<b>Inspection date</b>	06/01/2011
<b>Inspector</b>	Joanna Heller
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<b>Date of last inspection</b>	24/09/2010
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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 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 setting is a five bedroom modern detached house on a new housing estate. It is near to shops and other amenities, including a primary and secondary school, and has good transport links. The ground floor has a lounge with satellite television, a dining room, a kitchen and a utility area used as a laundry. There is a ground floor room, used as an office, with shelving and lockable storage.

Attached to the house is a room converted from a double garage space into a games/ 'chill out' area. The garden is mainly laid to lawn and provides an adequate space for outdoor play and sports activities. There is parking for two cars in the drive and an additional two spaces in front of the home. Four young people live at the home of whom two were involved in the inspection.

## **Summary**

The overall quality rating is good.

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

This was an unannounced interim inspection carried out as part of the annual inspection programme. All key standards in staying safe were reviewed as well as selected standards relating to the building and management arrangements. In addition, progress on the actions and recommendations at the previous inspection were checked.

The home is graded as good. Young people say they feel safe and well cared for and enjoy living at the home. Young people say they have good relationships with staff and that they will miss them when they move onto independent accommodation.

### **Improvements since the last inspection**

At the last inspection the responsible individual was asked to ensure that accurate medication records are maintained and that only approved homely remedies are given to young people. The home now has safe systems in place for the storage and administration of medication. The responsible individual was also asked to ensure that chemicals are stored securely in the absence of a suitably detailed, individual risk assessment. Cleaning chemicals are now stored in a locked cupboard and individual risk assessments are now in place for their unsupervised use.

## **Helping children to be healthy**

The provision is good.

Young people benefit from a variety of nutritious home cooked foods which reflect people's choices. Staff ensure that young people who have busy lives or varied work patterns have access to meals at appropriate times. Young people are able to help themselves to healthy snacks whenever they wish. Young people are actively encouraged to be involved in the household shopping and are encouraged to prepare meals independently, appropriate to their age.

Young people have access to appropriate health services such as doctors, dentists and opticians. Specialist health services are sought where required. Staff and older young people have undertaken training in first aid and food hygiene. Staff discuss the health impacts of smoking with young people. However, staff on occasion smoke in the presence of young people. Smoking in the presence of young people provides poor role modelling and undermines health promotion work taking place.

The home has safe systems in place for the storage and administration of medication. Staff are trained in managing medication. Clear records are held of medication coming into and leaving the home. Clear records are maintained of medication given.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff are trained in safeguarding young people and are aware what to do should an allegation of a child protection nature be made. Young people say they feel safe and well cared for in the home. Older young people are aware of the key issues relating to child protection and the responsibilities of staff, as they have also undertaken the safeguarding training provided to staff. Risk assessments are in place for young people, which identify their vulnerability and any risks they may pose to others. Activity based risk assessments are also in place.

Staff enjoy positive relationships with young people. Sanctions applied are clearly recorded and evidence consequences appropriate to the behaviour. No prohibited sanctions have been applied. However, records of the repayment of fines applied as reparation for damages are not always clear. Staff seek to understand the causes of behaviour and what is 'going on' for young people and take this into account when considering any sanctions applied. Police are only called when behaviour escalates beyond that which the home can effectively manage. Staff focus on rewarding good behaviour and young people have clear targets to achieve either bronze, silver or gold standard reward bands. Staff have had training in control and restraint and are clear as to the circumstances in which it is appropriate to be used. No restraints have taken place since the last inspection.

Management ensure that complaints are effectively responded to, investigated and

managed. Young people know how to complain and have confidence in the ability of staff to respond to any issues of concern which they may raise. Young people say they are never bullied. Staff maintain vigilance regarding personality clashes to ensure that issues of conflict are resolved. The manager was unaware of recent guidance from the Department For Education on young people who go missing from care. However, young people who go missing are appropriately safeguarded and are notified to the appropriate agencies.

Young people are safeguarded from unsuitable people gaining employment in the home through robust vetting practices. Management ensure that regular checks on the building take place to ensure a safe living and working environment. Fire precautionary arrangements in the home ensure young people and staff are safeguarded from fire in line with current good practice.

### **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 satisfactory.

Young people enjoy a clean, spacious, home. Each young person has their own lockable bedroom, which they are able to personalise. Sufficient bathrooms and toilets are provided to meet the young people's needs and ensure privacy. Staff who sleep on site are provided with appropriate accommodation. The building is well decorated and maintained to a satisfactory standard. However, recent damages have yet to be repaired and rubbish is stored at the side of the building awaiting disposal.

### **Organisation**

The organisation is good.

The previous manager left the home in September 2010. Continuity has been maintained through the regular involvement of the responsible individual and the appointment of a new manager from within the organisation.

Staffing is arranged flexibly to respond to times of high demand to meet the needs of the young people. A minimum of two staff are on duty, which, is increased to three, as required, during the day. At night, two staff sleeping in on site, are on duty.

Young people speak positively of the relationships they have with staff. However, staff do not always provide exemplary role models for young people. For example, staff were observed smoking in front of young people.

## 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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
23	ensure the building is well maintained; in particular, repair holes in doors, and dispose of rubbish (Regulation 31)	25/02/2011
22	maintain clear records on site of payments made as reparation for damages (Regulation 29; Schedule 4)	11/02/2011

### Recommendations

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

- ensure staff do not smoke with, or in the presence of, young people (NMS 31.6)
- obtain a copy of the current Department Of Education guidance on children missing from care, investigate how this is being operated in the local area and make any necessary amendments to the services' policies and procedures (NMS 19)