

Inspection report for Children's Home

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Inspector	Monica Hargreaves
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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 Crispins, 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 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 is registered to provide care and accommodation for up to six young people of either gender, aged from four years to 17 years old. The home accommodates children with physical disabilities and complex health needs.

The property is a single-storey building attached to a day nursery provision. It is situated in a residential area close to local amenities. The home provides young people with individual bedrooms, a communal lounge with dining area, bathrooms that are suitably adapted and a kitchen. The staff office is based in a room that is situated off the lounge. There is an enclosed garden area to the front of the home.

There were two young people living at the home at the time of the inspection. One young person was present during the visit.

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. All the key standards in the outcome area of staying safe were assessed. The recommendation made at the last inspection relating to records of fire drills, was also assessed. Information about this is detailed in the section below.

Young people's welfare is effectively safeguarded in the home. Their right to privacy, confidentiality and personal dignity is given a high priority. They are protected from abuse and staff act appropriately to ensure that they are kept safe at all times. Staff are skilled at understanding how individual young people make their dissatisfactions known and they respond promptly to resolve any issues that affect or concern young people. The process for the recruitment, selection and vetting of staff is robust and contributes towards ensuring that young people are cared for by suitable adults. The environment is kept safe because staff undertake regular assessments of potential hazards and take effective measures to eliminate or reduce them.

No actions or recommendations have been made as a result of this inspection.

Improvements since the last inspection

The recommendation that was made at the last inspection is met. Records confirm that fire drills take place regularly, including at night. This ensures that staff know how to evacuate young people safely from the building.

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 is respected. They have individual bedrooms where they can spend time in private and information is stored securely to protect confidentiality. Staff are appropriately trained and they promote children's dignity at all times when providing personal and intimate care.

The home has an effective system in place for responding to complaints. This ensures that issues are investigated promptly and thoroughly and the outcome is made known to complainants. Staff have a good understanding of the individual needs of the young people they look after. They recognise how young people communicate their wishes and feelings so that they understand if young people are unhappy with any aspect of their care. They take prompt action to resolve any problems that are identified. The service regularly receives compliments from outside agencies about the standard of care that is given to young people.

Young people are protected from abuse. There is a clear safeguarding procedure that is known to staff. Staff are trained in child protection issues and are aware of their responsibilities in relation to reporting and managing safeguarding concerns. There have been no safeguarding issues in the home.

Although young people do not have the capacity to bully, due to their complex needs and vulnerabilities, there are some young people present with behaviours that could harm themselves or others. Staff are vigilant in ensuring that all young people are protected. Risk assessments identify any concerns there might be in relation to young people's behaviour and individual plans show how staff support young people in order to keep them safe. Young people are appropriately supervised because staffing levels are good.

The service has an appropriate protocol for responding to unauthorised absences, although there have been no incidents of a young person going missing from the home.

Young people benefit from living in a home that is kept safe. Risk assessments are regularly reviewed so that information is kept up to date which means that potential hazards are identified and risks lessened. Equipment is checked and serviced at the required intervals to ensure that it is safe. Staff and young people take part in regular fire drills, so that they practice leaving the home safely in an emergency.

The organisation has a robust recruitment procedure that is followed in this home.

This ensures that staff are thoroughly vetted before they start work. Visitors to the home are checked and they are monitored while they are in the service. These systems are effective in protecting young people and promoting their welfare.

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.