

Inspection report for Children's Home

Unique reference number	SC037521
Inspection date	09/02/2011
Inspector	Helen Walker
Type of inspection	Random

Date of last inspection	17/09/2010
--------------------------------	------------

© Crown copyright 2011

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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

The home is run by a local authority as part of its service to children with disabilities and their families. It is a single storey building, which provides a respite care service for up to seven children between the ages of eight to 18-years-old, with physical or learning disabilities.

The facilities include one lounge, a dining lounge area, a dining kitchen, sensory room, a bathroom, a walk-in shower, separate toilet, laundry and seven single bedrooms. The home has specialist lifting equipment and other aids and adaptations to support young people in their daily lives. There is a play area to the rear of the home, which is securely fenced to keep the children safe when at play. The home is easily accessible by car and public transport. There is car parking for staff and visitors to the home.

Thirty young people use this service. Towards the end of the inspection, three young people arrived at the home for an overnight stay. The inspector observed staff and young people's interaction in the lounge area of the home.

Summary

The overall quality rating is satisfactory.

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

The purpose of this unannounced interim inspection is to follow up on actions and recommendations made at the last inspection and to assess key standards under the outcome area of staying safe. Outcome areas other than staying safe have not been considered therefore the overall judgement of the home remains satisfactory. The actions and recommendations made at the last inspection are commented on in the improvement section of this report.

The acting manager of the home is appropriately qualified and experienced and provides good leadership. However, the home has been without a Registered Manager for 10 months. In accordance with regulations the home must have a Registered Manager. An application to register for this post has yet to be made to Ofsted.

Young people are looked after by a consistent and knowledgeable staff team. This provides young people with good continuity of care. There are good safeguarding practices in place to protect young people from harm. Young people's appropriate and positive behaviours are encouraged. Staff are aware of the fire evacuation procedures and help to ensure young people are familiar with the fire drill routine.

An action and recommendations have been made to further promote the well-being

of the young people. The action relates to the Registered Manager post. The recommendations are for staff to receive training about complaints and safeguarding for children with disabilities. Also, to further improve the home environment.

Improvements since the last inspection

Staffing arrangements help to ensure a sufficient number of suitably qualified, competent and experienced persons work in the home. The acting manager monitors the duty rota to confirm there are adequate staff on duty to care for the young people who use this service.

Quality assurance processes assist the acting manager to effectively manage and consider ways in which to continue to improve care for the young people.

Improvements in the home environment are ongoing. Wall art brightens up communal areas in the home and some of the bedrooms. This helps to make the home welcoming to the young people. The acting manager confirms there is further internal decoration planned for the home. Equipment such as that relevant to young people's medical and nutritional needs is now appropriately stored within the home.

Health and safety in the home is well regarded. Safety checks of gas and electrical equipment in the home occur within the recommended timescales.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Confidentiality is managed effectively and personal records are securely stored. Young people's dignity is well regarded; all have an individual bedroom which provides them with their own personal space. Staff understand the need to ensure young people's personal care is carried out sensitively and in a way to maintain their privacy. Young people have access to a telephone in the home to enable contact with people such as their parents. Most young people require assistance to use the telephone; however, staff provide any necessary support with this.

Staff are aware of the need to keep young people safe. They receive training and are familiar with safeguarding guidance which helps to protect the young people from harm. However, staff have yet to undertake more specific safeguarding training to support them in their role of caring for children with disabilities.

Bullying is not an issue and no young people have been missing from the home. Staff encourage young people's positive behaviour and are proactive to involve them in

activities in the home and the wider community. Staff undertake training in managing challenging behaviour and have a range of appropriate techniques and skills to assist them. The acting manager is mindful to ensure behaviour management plans are individual to the young people's specific needs and that staff understand how these are put into practice.

Health and safety systems are in place with checks carried out on equipment and installations in the home to ensure these are safe to use.

There have been no complaints in the period since the last inspection. Staff know young people's different communication needs which helps to ensure young people are listened to. Some staff have yet to receive training specifically about the complaints procedure to assist them in their work at the home.

Recruitment and employment checks are carried out by the provider to verify staff are suitable to work with young people. Since the last inspection one new staff member has been employed at the home and this is to the post of acting manager.

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.

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
34	ensure that arrangements are made for the manager of the home to register with Ofsted. (Regulation 7)	04/03/2011

Recommendations

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

- ensure all staff receive training in the complaints procedures covering the areas as detailed in this standard (NMS 16.6)
- ensure staff receive appropriate training to meet the needs of children living in the home, in particular that of safeguarding relevant to children with disabilities (NMS 17.8)
- maintain the home in a good state of decorative repair. (NMS 24.3)