

Inspection report for Children's Home

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Inspection date	17/02/2011
Inspector	Joanne Vyas / Catherine Ross
Type of inspection	Random

Date of last inspection	16/06/2010
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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 home is run by the local authority. It provides short breaks for children and young people aged over four years who have a learning disability. Some children may also have a physical disability.

The facilities are provided in a property near the centre of the village, close to shops, parks and local amenities. There is shared accommodation with quiet areas provided for young people and carers. All bedrooms are single and bathrooms are equipped to meet the personal care needs of the young people. There is a secure garden with activities suited to the young people using the service, including a climbing frame, a bouncy slide and cycles. Five young people were present for part of the inspection.

Summary

The overall quality rating is satisfactory.

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

This unannounced interim inspection focused on the key standards under the outcome area of staying safe. No actions or recommendations were made at the last inspection. The outcome areas; being healthy, enjoying and achieving, positive contribution, economic well-being and organisation were not looked at during this inspection.

Shortfalls found on this occasion relating to safeguarding young people has meant the overall judgement has been effected and the home is no longer judged as outstanding but satisfactory instead. However, staff are concerned about keeping young people safe in most instances and complaints are taken seriously and resolved where possible.

Improvements since the last inspection

There are no previous actions or recommendations.

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.

Young people's safety is adequately promoted, for example, the home has recently purchased an inflatable slide which young people were enjoying during the inspection. Staff are fully aware of how to keep young people safe while the slide is in use. Staff receive safeguarding training as part of their induction and at regular intervals. They are clear on their safeguarding responsibilities; however, systems in place for safeguarding young people are not always effective leading to the safety of young people being put at risk. For example, young people who are involved in accidents are not fully safeguarded as staff do not follow the correct procedures to ensure the health and safety of a young person. Managers have made some progress towards addressing these issues but these are not robust.

Staff have a good knowledge of the bullying policy although they feel that bullying does not occur in the home due to the nature of the young people and the high staffing levels. There are no incidents of young people going missing from the home. The high staffing levels, staff competence and the security in and outside the building ensure young people are kept safe.

Concerns raised by parents or young people are appropriately and swiftly resolved. However, the record of complaints does not always detail the action or outcome of the complaint. An advocate for the young people visits them on a regular basis to ensure their views are communicated effectively. Staff provide opportunities for young people to voice their views at house meetings and by using appropriate communication aids such as signs and symbols.

Young people and staff have positive relationships. Staff receive regular training in behaviour management techniques and levels of supervision are high. Physical intervention is used as part of behaviour management plans and is clearly recorded. Sanctions are not regularly used due to the level of understanding of young people using the home. However, when they are used they are fair and appropriate. Staff respond to challenging behaviour consistently and young people's welfare is promoted.

The privacy of young people is respected by staff. The living arrangements provide space where they can relax and easily find privacy away from others if they wish. Staff ensure the privacy and dignity of the young people, for example, by keeping bathroom and toilet doors shut when young people are receiving personal care. All records are kept confidentially. Young people's issues are not discussed openly.

Young people are protected by adequate recruitment procedures and monitoring of visitors. Safety checks are completed and staff only commence employment when they have a satisfactory Criminal Records Bureau disclosure and two satisfactory references. However, personnel files do not evidence a written explanation for gaps in employment, verification of reasons why employment may have ended where applicants have previously worked with children or vulnerable adults and formal

identification of the member of staff. Staff who have not had these checks completed could be unsafe to work with young people. All visitors sign in to and out of the building and must show identification thereby protecting young people.

Young people are protected by robust fire procedures.

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
13	ensure that the children's home is conducted so as to promote and make proper provision for the welfare of children accommodated there. (Regulation 11)	21/02/2011

Recommendations

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

- ensure the home's complaints procedure includes a written record about the action taken and outcome of the complaint (NMS 16.3)
- ensure the record of restraints and sanctions is kept in a bound and numbered book (NMS 22.9 & 22.10)
- ensure there is a written record of the recruitment process which is followed in respect of all staff and volunteers who work with children in the home, including evidence that all requirements of Schedule 2 of the SI 2001 No. 2967 have been met in every case. (NMS 27.1)