

Inspection report for Children's Home

Unique reference number	SC060327
Inspection date	10/02/2011
Inspector	John Chivers
Type of inspection	Random

Date of last inspection	06/08/2010
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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 located on the outskirts of town and only a short distance from local facilities and amenities. The home is managed by a 'non profit' organisation, which is a registered charity and was set up in response to the needs of local families and the local community.

The home provides a respite service for children with learning difficulties and children with other complex needs. The home is registered to accommodate three children overnight and also provides day care places. It is a base for a youth group which operates on a fortnightly basis, although this group does not operate when children are in residence.

Summary

The overall quality rating is outstanding.

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

The inspection was an interim inspection and unannounced. All of the key standards of the national minimum standards for children's homes in the section 'staying safe' were assessed on this occasion. The one recommendation set at the last inspection was found to have been met in full and no actions or recommendations are made as a result of this inspection. The home continues to be organised and managed to a high professional standard and affords an equally high professional standard of care and support to the resident young people. Two young people were resident in the home at the time of the inspection and took a limited part in the inspection process.

Improvements since the last inspection

At the last inspection the Registered Manager was asked to pursue the outstanding individual education plan. This has now been obtained and informs staff of the young person's educational targets, progress and issues.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Staff are aware of the importance of confidentiality and receive training in this at induction. Confidential records are securely held in locked cabinets within a locked office. Staff treat young people with dignity and respect their privacy and attend to their personal and intimate care needs in a caring and sensitive way. Toilets and bathing facilities afford good privacy and a telephone is available for young people's use. There is adequate space in the home where young people can receive appropriate visitors in private.

Young people and their parents have unrestricted access to the home's complaints procedure and staff assist young people to make complaints if necessary. Staff receive training in complaints at induction and this is reinforced periodically at team meetings. The home's complaints book is available and shows that no complaints have been received by the home, nor has Ofsted received any complaints about the service. Young people are settled and happy in the home and raise no concerns or dissatisfaction about the care they receive.

Young people are protected from harm and abuse by staff that are appropriately trained in child protection and are fully alert to safeguarding issues. Young people are closely supervised at all times and staff are committed to their protection and welfare. Young people learn about their personal safety via their individual school's curriculum and this is reinforced by staff during direct work with young people. Personal safety is also covered in the youth club programme that young people attend. Young people have personal risk assessments and have their safeguarding arrangements reviewed on a regular basis. There are no current or on-going child protection or safeguarding issues in the home.

Young people live in a bullying-free environment and the friendly and cohesive atmosphere, coupled with the close supervision arrangements helps reduce the likelihood of bullying becoming an issue. Young people benefit from staff who are alert to bullying and intimidating behaviour and challenge and address any such conduct in this area.

There is a detailed policy and procedure regarding missing persons; however no unauthorised absences have occurred.

Young people's behaviour is well managed by staff that are appropriately trained in behaviour management, which includes three staff who are qualified behaviour management trainers. An external behaviour management specialist is also available to the home. Young people's behaviour is monitored and reviewed via comprehensive risk assessments and behaviour management plans. Staff have excellent relationships with young people and interact and engage them appropriately. Young people respond positively to staff input in this area and all of the current young people are within the home's remit in terms of behaviour management and control.

The home takes active steps to keep young people, staff and visitors safe from the inherent risks of fire and other safety hazards. Standards of cleanliness and hygiene are high throughout the home and no safety hazards are evident in the area or the premises accessed.

The home's recruitment and vetting procedures are robust and staff personnel files hold all required information including two written references and checks via the Criminal Records Bureau at enhanced level. The home's recruitment arrangements helps to ensure only suitable staff are employed to look after 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.