

Inspection report for children's home

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Inspector	Joanna Heller
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Date of last inspection	01/11/2011
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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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

This is a registered care home for five young people of either sex aged between 12 years and 18 years old. The home provides 24-hour care for young people with emotional or behavioural difficulties. The home is part of a small private organisation which provides residential childcare, leaving care services, fostering services, family outreach and a residential family centre.

Progress

Since their previous inspection the service is judged to be making **good** progress.

This unannounced interim inspection focused on the progress made since the last key inspection in November. At the previous inspection the home was rated outstanding and no requirements or recommendations were made.

At the heart of this inspection are young people's experiences and outcomes. All of the young people are thriving and benefit from a well trained and competent group of staff. Staff benefit from regular training in key areas such as safeguarding, with additional relevant training also provided. Staff changes are rare, with the majority of the staff having worked at the home for a number of years. Such low staff turnover means that young people are able to receive continuity of support from people who they have developed strong relationships and emotional bonds with. Young people refer to committed and caring staff that provide positive role models.

Young people are continuing to make strong progress in relation to their education and work, health, personal care, anger management and social skills. Staff monitor young people's progress and keep parents and placing authorities up to date on key events as appropriate. There are no incidents of bullying and staff keep the group dynamics under constant review. Staff work with young people in addressing issues of equality and diversity enabling them to become more aware of the appropriateness and impact of their negative behaviour, both on others and themselves. Behaviour management is robust with few significant incidents occurring. Young people refer to staff helping them 'mature' and manage their feelings. This, young people highlight, has helped them deal with conflict in a more appropriate way. Staff talk through issues with young people and take the time to listen to them. Young people refer to becoming more confident and developing a sense of self belief which has increased their self esteem and enabled them to be happy.

Staff ensure that young people are consulted on all aspects of their lives. The care and support provided is individualised and child focused. Young people's meetings are an opportunity for young people to discuss and plan things. However, in reality young people raise any questions or issues as they arise, either individually or

collectively and are able to receive a timely response from staff and management.

Young people are able to maintain close relationships with family and friends. All of the young people were able to spend time with their families over the festive period. Staff ensured that the young people had an enjoyable Christmas decorating the house, preparing meals and providing all the young people with Christmas stockings as well as a main present of their choice.

Young people are supported in developing skills for independence and have the opportunity to move on into semi independence schemes operated by the organisation. Young people who are planning to move on into the organisation's flat spoke positively of their experiences of this process. The manager ensures that young people who move on, do so in a planned way even when the placement becomes difficult to contain. Young people who have moved on continue to keep in touch and visit periodically.

The building meets young people needs, providing a balance of personal and communal space. The building is homely and maintained in good order. Young people enjoy playing on the large trampoline in the back garden and refer to occasionally 'working out' in the home's private gym. Young people consistently rate the home as good to brilliant.