

## Inspection report for children's home

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<b>Unique reference number</b>	SC402370
<b>Inspection date</b>	12/01/2012
<b>Inspector</b>	Elaine Cray
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Residential special school (>295 days/year)

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<b>Date of last inspection</b>	22/06/2011
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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

<b>Good progress</b>	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.
<b>Satisfactory progress</b>	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.
<b>Inadequate progress</b>	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

The service is a residential school that is registered as a children's home to provide care for 54 children and young people with emotional and behavioural difficulties. The service is owned by a private company.

### Progress

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

A full inspection was carried out in June 2011 and the home was given an overall effectiveness judgement of outstanding. One requirement and two recommendations were made as a result of the last inspection. This inspection judged progress made since the last inspection.

The manager and staff team demonstrate a continued commitment to improve the quality of service to young people. The requirement to complete the ongoing work in relation to arrangements for the safekeeping of medicines is addressed in full. Purpose-built medical cabinets and refrigerated storage have been provided in designated medical rooms in each residential facility. Additionally, the service has commissioned pharmaceutical services to promote further development. Health and medical services to children and young people are improved with clear ordering, storage, recording and auditing procedures. All staff have received medication training. Detailed and sensitive attention is given to the individual needs of young people and the wishes of parents. The review of medication procedures exemplify the service's strong understanding of procedural requirements coupled with promoting the individuality of all young people and promoting their wishes and feelings.

In addition, there are significant improvements in young people's health due to the innovative, proactive and needs-led approach to improving services. The appointment of the school nurse has improved networks with local medical and health agencies. Young people now have their own monthly clinic with a visiting GP and practice nurse. Young people can visit the nurse whenever they wish to chat about concerns or worries without having to make a formal appointment. The service has also appointed a counsellor at the school providing valuable support for young people's emotional and mental health. Young people are empowered to explore and promote their good health. They are provided with education about and access to a variety of resources and information about community agencies relevant to their health and lives as young adults.

The recommendation regarding young people being given an opportunity to discuss incidents of restraint has received full attention. Children and young people say they value the time staff have taken to explain how and why physical intervention may be

used in the home. Some young people found one-to-one sessions very useful, during which they could experience holding techniques when they are calm.

They are very proud of the improvements in their behaviour, identifying progress because they are rewarded and praised by the staff. Young people agree physical intervention is only used to keep them safe and staff always talk to them after incidents. These discussions help young people think about their behaviour and ways to improve it. Strategies to support young people's behaviour are consistently improving as a result of monthly monitoring of physical intervention, significant events and sanctions. The manager assesses patterns and trends, and uses analysis and discussion with staff and young people, to better inform behaviour management plans.

The service has also given full and extensive attention to developing young people's independence skills. Young people are very pleased with how staff make sure they are safe but also enabled to take appropriate risks as a normal part of growing up.

The service has built a new residential unit. There are spacious kitchens where young people can help prepare and cook food. The initial residential building is now currently under refurbishment. This will provide accommodation where older young people can be more exclusively independent, including having their own kitchen and laundry facilities.

A key strength of this service is developing emotional resilience and positive self-esteem in young people. Young people place great emphasis on plans for their future. All young people reported high levels of pride in their academic achievement; they discussed opportunities for further education and their career paths. High levels of self-confidence and belief equip young people with the motivation to reach their potential and do well in their adult lives. Young people talked about being able to take more responsibility, make safer life-style choices and growing in maturity to make positive decisions for their futures.

Young people report significant improvements in contact arrangements with their families. Staff work tenaciously to include and work in partnership with family members and other people who are significant in young people's lives. Young people's growing confidence and self-esteem are boosted further with recognition by and positive interaction with families and friends when they return to their local communities.

The home is effectively and efficiently managed. Staff are well supported by the manager with a strong commitment and focus on improvement. This thrust for improvement is exemplified by the newly built and additional residential unit. The existing accommodation is only two years old and built to good specification and standard. However, the management and staff, in consultation with young people, have reflected on the use of this building in order to address improvement in design and use by the young people. The new building is larger, gives more communal space and choice for young people and facilitates improved supervision and privacy. Some double bedrooms are provided at the request of young people, who have also

chosen décor, furniture and pictures for the houses.

This child-centred approach is further improved with new information being added to care plans. A short profile about each young person called 'This is Me', written with the key worker, is now in place. This information gives an early individualised view of all the young people from their own perspective. The use of key working sessions and young people's meetings continues to help to ensure that the views of young people are taken into consideration.

The manager continues to drive forward improvements to the service. There are clear development plans to promote improvement with both short and long-term goals. Importantly, the day-to-day care and experiences of young people are closely monitored. The manager and Regulation 33 visitor regularly consult with young people, parents and staff and use their comments to further improve the service.

Although quality of care and outcomes for young people remain at an exceptional level, there are minor shortfalls in the consistent promotion of privacy for young people. Additionally, the service is asked to review the institutional nature of young people having to use surnames for the staff when living in the residential setting.

## Areas for 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 person(s) must comply with the given timescales.

Reg.	Requirement	Due date
11 (2001)	ensure the home is conducted in such a manner which respects the privacy of children accommodated there (Regulation 11.2 (a))	01/02/2012

### Recommendations

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

- carry out a review and canvass children's views on the institutional nature and impact of young people having to use surnames for the staff when living in the residential setting (NMS 1.1).