

Inspection report for children's home

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Inspector	Robin Whistlecraft
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Provision subtype	Children's home

Date of last inspection	01/12/2011
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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 home is operated by a private provider; it is registered to provide care and accommodation for up to of four young people with learning disabilities, two of whom may have concurrent physical disabilities.

Progress

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

At the last inspection at the beginning of December 2011 the overall quality rating for the home was judged as satisfactory with two requirements and eight recommendations made. The home has maintained the quality of the care it provides since that inspection.

The last inspection found that the home's complaints procedure did not include Ofsted's contact details. The home has now addressed this shortfall. This means that parents, staff and young people can readily find out how to bring compliments or concerns to the regulator's attention. In relation to the second requirement, the home has now started sending reports of reviews of the quality of care in the home to Ofsted. This means that young people's welfare is better safeguarded because the provider's monitoring and review is available to external scrutiny.

The home has addressed two recommendations for reviewing and ensuring clear practice in relation to sanctions and the use of physical intervention. The home has met a third recommendation by reviewing its complaints procedure to ensure that it conforms to requirements. The home has also now ensured that those staff who do not currently hold the level 3 Children and Young People's Workforce Diploma have applied for relevant courses and will start the training when their courses commence. These improvements mean that young people benefit from improved care practices and will be supported by an increasingly proficient staff team.

The home planned to meet a fifth recommendation in relation to improving some physical aspects of the building but staff illness delayed the plans. The home has now started the necessary work. This means that young people will benefit from improved accommodation.

The home has not yet addressed three recommendations. The first of these is in relation to reviewing challenging behaviour in order to identify and learn from patterns and trends. The second recommendation related to the frequency of staff supervision and, although the home has made significant improvement, it has not fulfilled this expectation for all staff. Lastly, the home has not yet supplied computer

facilities to support young people's education. The provider was exploring the best way of addressing this during the inspection. Therefore, while the home has met more than half of the last inspection's recommendations, it is still making the necessary changes to fully support young people.

The home's records of meetings between staff and the young people demonstrate that it seeks young people's views about such things as planning activities and making changes to the décor. Young people continue to experience warm and caring relationships with staff who understand their needs, vulnerabilities and preferences. Young people are relaxed in the company of staff and continue to enjoy access to the community, for example, going to youth clubs. A young person confirmed he would go to staff if he felt sad and said that the best thing about the home was 'the staff.'

Areas for improvement

Recommendations

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

- ensure that incidents of challenging behaviour are regularly reviewed to examine patterns and trends or emerging issues and enables staff to reflect and learn to inform future practice (NMS 3.21)
- provide children with access to computer facilities to support education and maximise each young person's achievement and to minimise any underachievement (NMS 8.4)
- ensure staff have access to support and are provided with regular supervision (NMS 19.4)
- provide a comfortable and homely environment that is well maintained and decorated, in particular reinstate the downstairs communal shower, fit the new replacement flooring and replace the damaged kitchen cabinet fascias. (NMS 10.3)