

Inspection report for children's home

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Inspector	Pippa Greed
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	08/11/2011
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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

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 five children and young people between eight and 18 years, with learning difficulties, sensory impairment, physical disabilities or a combination of these.

Progress

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

At the full inspection in November 2011, the overall effectiveness rating for the home was judged as outstanding with no requirement or recommendation made.

The home demonstrates continued improvement in the quality of care provided with a clear and focused commitment to service development and achieving positive outcomes for young people. This has included: evaluating, embedding and enhancing the current level of service; consulting young people and their families; addressing actions identified from Regulation 33 visits; improving on the care planning process; supporting long-term transitional planning and ongoing staff training development.

Since the last inspection, the manager and staff team have been extremely proactive in monitoring young people's care needs. This has ensured that young people are receiving care in a consistent and stable manner. The manager and staff team continue to seek the views of the young people and significant people in their lives. Staff are skilled and knowledgeable about the young people in their care.

The manager has an effective and detailed care planning system. There is strong evidence of young people's wishes and preferences. Young people are supported to make choices through skilled observation and communication aid. This means young people benefit from a service that is vigilant and sensitive to their wishes.

Families and young people's views are an integral part of the care planning process. Parents comments included statements such as: 'The care is absolutely second to none - phenomenal!'; 'Really loving and caring and fantastic support for us - awesome'; 'She has no speech but she runs into the place and she gets very excited when she goes'; 'Can't rate it high enough' and 'Excellent and a life saver for me.'

The manager has set up opportunities for parents to meet together and hold a forum. This means families and young people benefit from a support network. The service documents development plans outlined for the premises. The manager aims to realise young people's, families' and staff's aspirations and ideas for the future.

However, these are recorded informally.

The manager has an effective monitoring and recording system for behavioural incidences. These are comprehensive, high quality and extremely detailed. The records cover incidences and use of restraints when used. This actively safeguards young people and staff. Young people have the advantage of being cared for by a skilled and observant staff team.

Staff involve young people in decisions that affect their care and progress within the home. This includes activity planning, exploring the community and developing daily living skills such as visiting local garden centres, support to attend college, enjoying sensory play, youth group and clubs, arts and crafts, bowling, shopping trip or going for a meal. One parent commented that her child is supported to develop daily living skills such as using money for shopping or preparing food using the correct quantity. This means young people are making progress in learning, social and independence skills.

Staff continue to benefit from regular supervision, team meetings and group opportunities to discuss the needs of the young people. This promotes continuous improvement on how young people's care is being given. The service ensures staff develop their skills and knowledge through induction, supervision and certificated training. Staff report that they feel well supported, encouraged to develop their confidence in ways of working and have opportunities to further develop their skills or career.

The manager and staff team have young people's well-being at heart and nurture them to high achievement. Staff are genuinely enthusiastic about their care of young people and there is a commitment to providing an excellent quality service.