

Inspection report for children's home

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Inspection date	05/03/2012
Inspector	Jackie Graves
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	16/08/2011
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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 service provides accommodation for up to four young people, aged between 11 and 18 years, who require immediate accommodation due to placement breakdown or current crisis in their lives.

Progress

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

At the full inspection on the 16 August 2011 the children's home was judged to be good. One requirement and one recommendation were made as a result of that inspection; good progress has been made in meeting these to improve the quality of care provided.

A designated person is now responsible for coordinating any complaints. This ensures that complainants are kept fully informed of the progress of complaint investigations. Where there are unavoidable delays in completing an investigation, this is now clearly explained to young people.

The home has obtained the current national minimum standards and regulations. This ensures staff can work to current guidance and legislation.

Young people continue to live in a safe, caring and nurturing home that helps them make good progress in all aspects of their lives. They have strong and trusting relationships with staff. Young people feel safe and protected in this home. Staff help them to feel settled and reassure them that they will not give up on them at times of difficulty.

For some young people there has been significant progress in school attendance and in their participation in education. They enjoy school and are helping improve their future career options. Staff seek support and guidance from other professionals to help young people decide on appropriate courses of study or to find appropriate education placements.

Staff have detailed knowledge of the individual needs of the young people they care for. There is a very good approach towards helping young people manage their feelings and behaviour. Staff know what triggers differing behaviours as well as having a good understanding of young people's past experiences. Incidents of challenging behaviour are managed well. The number of restraints has significantly reduced as staff reflect on innovative ways of helping young people express their emotions and learn to manage their behaviour.

Young people's emotional welfare is central to care planning, practical support and

intervention. Staff are very proactive in how they work with others involved in children's lives, for example, their teachers, families and friends. Staff recognise the impact that contact arrangements may have on young people's well-being. Contact arrangements are managed very sensitively and well supported.

The home is effectively managed. Management places a strong emphasis on providing high standards of care to meet young people's holistic needs. For example, there is a strong emphasis on participating in hobbies and cultural interests, healthy eating and being active. Young people are encouraged to participate in the local community to develop their confidence, interests and social skills. Considerable progress is made in helping young people to take steps towards self-reliance, for example, by helping them learn to prepare and cook meals or to travel independently.

Monitoring of the service by the provider and manager is very effective. Such monitoring drives the development of the service by highlighting areas of weakness as well as strengths. Young people's views are valued and are central to monitoring processes. Reports of management monitoring have not been forwarded to Ofsted as required. However, this does not directly impact on the good standards of care and support that young people receive.

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
34 (2001)	ensure the registered person supplies to the HMCI a report in respect of any review conducted by him for the purposes of paragraph (1). (Regulation 34 (2))	30/04/2012

Recommendations

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