

Inspection report for children's home

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Inspection date	06/03/2012
Inspector	Amanda Ellis
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	19/12/2011
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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

The service is a children's home that is registered to care for three young people who have emotional and behavioural difficulties. The home is managed by a limited private company.

Progress

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

At the last inspection in December 2011, the overall effectiveness of the home was judged to be outstanding, with one recommendation set. The home has made satisfactory progress since the last inspection. This inspection has identified good practice and further areas of development.

The recommendation made in the last inspection was in relation to ensuring young people have access to independent advice and support from adults who they can contact directly and in private about problems or concerns, which is appropriate to their age and understanding. This recommendation has not been sufficiently addressed by the Registered Manager and has been raised again following this inspection. A further requirement has been made to ensure that young people accommodated in the home are provided at all reasonable times with access to a telephone on which to make and receive calls without reference to persons working at the home.

The home continues to work positively and communicates well with other agencies and professionals. The homes proactive work ensures that young people benefit from having their needs and welfare closely monitored and reviewed.

Staff value the involvement and inclusion of young people. This is achieved through their active participation in young persons' meetings and key work sessions. Young people are encouraged to express their views on how the home operates and their views are taken into consideration. All of the young people recently made decisions about their preferred choices in the decoration of their bedrooms.

Communication between staff and young people is positive and effective in building positive relationships. One young person reported that she feels 'happy and would like to stay here.' Another young person expressed that on scale of one to ten, with ten being brilliant, they would rate this home as ten.

Young people are supported by staff to attend and achieve in education. Young people have close attention paid to ensure that their health care needs are met. This extends to learning about healthy eating, nutrition and the benefits of an active

lifestyle. Furthermore, young people benefit from therapeutic support which enables young people to explore and understand their backgrounds. Equality and diversity continues to be integrated within all work with individual young people. All young people benefit from attention to their individual needs and cultural requirements. All young people are encouraged to celebrate their cultural heritage. Examples include work with young people in recognising cultural heritage, raising awareness of global issues and addressing issues which commonly affect adolescents.

The staff group has undergone several changes since the last inspection. A recommendation has been made during this inspection with regard to staffing and staff teams. This is in particular regard in ensuring the number and deployment of staff, both as a staff group and on individual shifts meet the individual needs of all young people resident in the home. In addition staffing must fulfil the home’s Statement of Purpose. The home is currently in the process of recruiting additional permanent members of staff.

The Registered Manager is clear about the developments and improvements necessary to ensure that young people receive excellent standards of care and that continued regular internal and external monitoring of this service is required, to enable the development and improved quality of care and outcomes for young people.

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
15 (2001)	ensure that, subject to paragraphs (6) and (8), the registered person shall ensure that children accommodated in the home are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home, a telephone on which to make and receive telephone calls in private. (Regulation 15 (4) (a))	30/03/2012

Recommendations

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

- ensure the number and deployment of staff, both as a staff group and on individual shifts, can fulfil the home’s Statement of Purpose and meet the

individual needs of all children resident in the home (NMS 17.1)

- ensure children have access to independent advice and support from adults who they can contact directly and in private about problems or concerns, which is appropriate to their age and understanding. (NMS 1.5)