

Inspection report for children's home

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Inspection date	06/12/2012
Inspector	Katarina Djordjevic
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	17/07/2012
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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.

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.

Progress

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

At the last inspection in July 2012 the overall quality rating for the service was judged as good. Five recommendations were made. This inspection has identified that the home is committed to continually making improvements. The home has made good progress; all recommendations have been addressed and children and young people continue to make very good progress.

Children and young people are happy living at the home and generally get on well with each other. They said there is no bullying at the home. They have very good relationships with staff which contributes to their feeling safe and secure. Children and young people know how to use the complaints procedure and are supported with this when the need arises. This helps to protect children and young people from the risk of harm; and helps them to feel valued and listened to.

Some children and young people's attendance at their education provision has improved significantly. As a result, they are making good progress academically which helps to improve their life chances. Furthermore, children and young people's self-esteem and social interaction skills have also improved. Some children and

young people have struggled to engage in education due to their behaviour and have lost their school place. However, where this is the case, staff have worked tenaciously to ensure children and young people have not missed out on education. Staff have been strong and effective advocates in challenging barriers and have worked closely with other professionals. As a result, alternative provisions which meet the current needs of the individuals have been found quickly. In these instances children and young people have settled in to their new provision and are making good progress.

Children and young people have benefited from increased and enjoyable contact with family members, carers and people who are important to them. This is because staff have worked hard to provide both emotional and practical support to children and young people and their families and carers. Additionally, this has been possible due to improvements in children and young people's behaviour.

Some children and young people's behaviour has improved significantly. This has enabled them to take a more active role in the wider community; for example, by accessing a range of leisure activities. Some children and young people have become positive role models offering advice and support to others who are struggling to change their behaviours. Staff continue to work very hard with a range of professionals to enable children and young people to get the right support to try and improve their behaviours. Staff understand individual children and young people's trigger points and the link between their difficult behaviour and emotional well-being. Staff do not 'give up' on children and young people which helps them to feel valued and safe; and remain in a stable placement.

Improvements have been made to empower children and young people. At the last inspection a recommendation was made to involve children and young people in planning and reviewing their placement plans. This is now one of the focal points of key work sessions; children and young people discuss changes to their plans. This gives them a greater say about their future and an understanding about how and why they receive the care and support they do.

Staff and children and young people are in the process of setting up memory files which will help children and young people to understand their backgrounds and individual identities. The files will also serve to enable children and young people to celebrate their achievements and events that are important to them and that they have enjoyed.

Individual weekly planners have also been introduced. Children and young people produce these with the support of staff which gives them choices as well as learning to plan. These also benefit some children and young people who need structure, routine and need to know as much as possible about what is happening.

Four complaints have been received since the last inspection. Records demonstrate that these were dealt with promptly; and records included details of the outcome of the investigations and if the complainants were satisfied. All complaints were dealt with appropriately. This helps to protect children and young people from the risk of

harm and promote good neighbourhood relationships.

Three complaints were recorded as a result of incidents of physical intervention. One complaint was made by a child; the other two complaints were not made by children and young people but by the Registered Manager who felt it necessary to record the incidents as complaints. This demonstrates that safeguarding is at the forefront of practice. Children and young people were fully supported in the process and relevant agencies including the local authority designated officer were informed. All three complaints were dealt with satisfactorily and there was no evidence of any intention to deliberately hurt children and young people. The Registered Manager has been proactive in ensuring staff have physical intervention refresher training to ensure safe practice. Staff received refresher training in May 2012 due to the high number of physical interventions. Further training has been provided for the staff members who have been involved in incidents leading to these complaints. This helps to protect children and young people from the risk of harm.

The Registered Manager's inclusive management style continues to ensure the views of young people, staff, parents and professionals are listened to and acted upon where appropriate. Further developments have been made since the last inspection which helps to increase staff's knowledge and skills which in turn, improves the quality of lives for children and young people. Children and young people's house meetings include feedback about the home's development plan and give them the opportunity to contribute to the development of the home. This makes them feel valued and take ownership for the home. Staff meetings now include: the home's development plan; feedback from regulation 33 visits and the Registered Manager's monthly checks; and discussion of the three monthly statistical analyses regarding behaviour and education attendance for each child and young person. This ensures children and young people receive consistent care based on their current needs and that staff are continually increasing their skills and knowledge.

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*.