

Inspection report for children's home

Unique reference number	SC396813
Inspection date	09/12/2013
Inspector	Diane Thackrah
Type of inspection	Full
Provision subtype	Residential special school (>295 days/year)

Date of last inspection	08/02/2013
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Service information

Brief description of the service

This setting is owned by a charity and is registered to accommodate 50 children and young people, with physical disabilities, complex health needs and learning disabilities. On site is a non-maintained special school catering for children and young people aged three to 19 years with complex special needs. A team of nurses, therapists and specialists, funded by the Primary Care Trust, are also based on site and provide medical support.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **good**.

Young people receive good levels of care and support that allow them to make significant progress in their development. Staff have high aspirations for young people and this contributes to their excellent progress. Support is delivered by an experienced and committed staff team who are supported by strong management. Young people feel safe and looked after and say that they are happy living at the home.

Safeguarding is well handled and managed. There is close communication on a very regular basis with all agencies involved. There are positive and meaningful relationships between staff and young people and these promote young people's self-esteem.

Young people are very happy living in the home. They are relaxed and comfortable around the staff and issues of equality and diversity are well handled. This means that young people are treated as individuals and are well supported to achieve a sense of personal identity. Staff work hard and achieve a consistent and committed level of care with an approach that allows young people every opportunity to freely express how they feel in an appropriate way.

There are strong monitoring procedures in place which are reflective and evaluative. The organisation continues to be ambitious for improvement.

Outcomes for children and young people

Outcomes for young people are **outstanding**.

Young people make exceptional progress in all aspects of their welfare and development. Care is highly individualised and ensures that young people lead positive and fulfilling lifestyles. Young people contribute their views regularly and have input into choosing activities. They are supported to express their views in a wide variety of contexts. They make excellent progress in building their confidence and in improving their mobility. Young people enjoy health benefits from the comprehensive health support services on-site. They have good attendance at school and make excellent progress educationally. Young people are extremely well supported to express their choices and to communicate decisions about what they want. A parent said 'We are very pleased with the education and particularly the medical support our son is getting.'

Young people are able to maintain contact with families and those who are significant to them through a variety of means including face-to-face visits, via on line visual means and by telephone. This ensures that young people maintain positive links to people who are important to them. Young people benefit from having access to a wide range of stimulating activities. The excellent facilities on-site promote young people's learning and enjoyment and allow them to benefit from a range of experiences. Off-site activities provided ensure that young people have excellent opportunities to develop personal interests, make new friends and be part of the community.

Young people enjoy being in the home. One young person said 'Sharing a room with someone makes it more sociable. I can do lots of activities I like such as painting.' Young people have excellent opportunities to learn skills that will support them in adulthood. These include moving around independently in their motorised wheelchairs. As a result, young people enjoy increased levels of independence and are well prepared for a successful transition to adulthood. Placement planning provides an effective way of supporting young people and their families for deciding future options.

Quality of care

The quality of the care is **good**.

Young people are well supported by staff who are concerned for their welfare. Care is individualised and staff use positive behaviour strategies to support young people. As a result, young people enjoy positive relationships and develop new skills in managing their behaviour. Each young person has an allocated key worker who is responsible for liaising with parents, social workers, clinicians, therapists and school. This ensures that the home is effective in providing personalised care that takes into account the individual needs of young people. An independent advocate visits the school weekly and a number of young people attend advocacy meetings. Short

breaks are tailored towards individual needs and promote young people's welfare. Equality and diversity issues are clearly identified in care planning and positively addressed in daily living. For example, young people are supported to communicate in their own unique ways and these are understood by staff working with them. This supports staff to ensure that young people are consistently and centrally involved in the planning and review of their care.

Young people have access to a wide range of services and support, most of which is provided on-site. This means that their physical, emotional and psychological needs are well met. There are good policies and procedures for ensuring that the handling of medication is safe and effective and promotes positive outcomes for young people. These include employing nursing staff and training care staff to a high level in the safe handling of medication. The arrangements for storage and movement of medication from the home to school and off-site are effective; these arrangements promote young people's welfare.

There is a commitment to providing a pleasant living environment. Accommodation and bedrooms are designed in an age appropriate ways that promote the well-being of young people. Young people are enabled to personalise their rooms and communal areas provide a relaxed atmosphere.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people feel safe and are encouraged to use house meetings, one-to-one sessions with key workers and the regular advocacy group to express any concerns they have. Complaints can be made to a wide range of staff and the young people's guide supports young people to raise concerns. A parent said that care was, 'Safe, familiar and consistent, the staff are enthusiastic and encourage my daughter to enjoy her time with them.'

Child protection is central to staff and volunteer recruitment and selection and this means that young people are protected from harmful adults. Safeguarding is well incorporated into the staff induction procedures and there are regular staff updates on child protection. There are written, up-to-date working procedures for staff to follow in relation to child protection. These measures help to keep young people safe.

Young people rarely go missing from the home as a result of the level of disabilities affecting young people and the high staffing ratios. The environment is physically safe and secure and takes into account the needs of young people. There are regular checks on fire safety equipment and clear arrangements in the event of a fire.

Leadership and management

The leadership and management of the children's home are **good**.

There is good management of the home that promotes stability and there is consistent leadership. The Statement of Purpose describes the overall aims and ethos of the organisation well and provides stakeholders with the information they need to know about the service.

Staff are well supported and receive regular supervision which they say helps them to carry out their jobs well. Their individual training needs are met. Staff training since last inspection has included areas such as safeguarding, fire awareness, volunteer training, COSHH, manual handling, oral medication, suction, oxygen, communications and minibus driving. Staff also receive training from speech and language therapists to develop their skills to support young people effectively. A staff member said 'The training helps us to understand why there might be behaviour in the first place and then how to help the individual child with their own behaviour plans and strategies.'

Regulation 33 monitoring visits take place, involve young people and are effective in supporting improvements in the service. These visits are used to help managers tackle weaknesses effectively and make improvements.

The last inspection took place in February 2013 and resulted in three requirements being made in relation to the safeguarding policy, appropriate supervision for staff and consultation with placing authorities. Positive action has been taken by the provider in all of these areas and this means that the safety and well-being of young people has improved.

The home is well resourced to meet the needs of young people. Repairs and improvements are made as required.

There is good record keeping, which contributes to an understanding of young people's lives. Strong relationships are shared with other professionals and this promotes young people's welfare.

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* and the evaluation schedule for the inspection of children's homes.