

Inspection report for children's home

Unique reference number	SC367551
Inspection date	31/01/2014
Inspector	Mark Ryder
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	30/05/2013
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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 May 2013 the home was judged to be adequate with one statutory requirement and one recommendation requiring action. The provider has addressed the requirement and recommendation. An impact risk assessment has been developed to ensure that young people are able to live together safely. This also includes the potential impact a young person may have on the local community. The home is in a good condition and well maintained. This is an improvement since the last inspection.

Complaints are managed well within this home. Both external and internal complaints are promptly responded to and progressed. There is excellent interagency working with the local police and local authority. External complaints are acknowledged and actioned in order to reduce potential tension within the local community. Senior managers from the organisation are proactive in responding to any difficulties or concerns.

Young people benefit from a highly competent and resourceful staff team. Young people's safety and welfare is paramount above all other considerations. Staff are

highly effective in working with young people in a caring and supportive way. A social worker said that they were pleased with the quality of care provided by staff. They said that 'the staff go the extra mile'.

Young people's cultural needs are met by a staff team that respects each child's individuality. For example, local cultural traditions in the area where a young person originated from are celebrated. Young people say they feel valued and respected living at this home.

Young people feel safe and protected. They are given every opportunity to thrive and develop to their potential. Young people respond to the kind, nurturing and positive attitude by the staff. Young people's behaviour is managed in an appropriate way. They acknowledge that staff provide safe boundaries that are discussed with them and are fair and are fully understood.

Staff address risk taking behaviour by young people promptly and with skill and understanding. Good interagency working improves the safety of young people through regular contact and consistent information sharing. For example, contact with the local police and therapeutic agencies enable effective resources to be available for young people to access. The provider informs all relevant agencies in the event of a significant incident as required. This promotes a culture of openness to how young people are cared for.

Monitoring is effective and provides clear feedback to the staff in further developing and improving the service. A development plan is regularly reviewed and areas further addressed in light of feedback from placing authorities, parents and young people. Young people play an active part in their own care and the running of the home.

Outcomes for young people in terms of their education and safety and health have all progressed well since the last inspection. There are no statutory requirements or recommendations made as a result of this inspection.

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*.