

Inspection report for children's home

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<b>Inspection date</b>	13 January 2011
<b>Inspector</b>	Julia Toller
<b>Type of Inspection</b>	Key

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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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

## **Service information**

### **Brief description of the service**

This is a large spacious property which has been refurbished to a high standard and will provide homely accommodation for young people to live in. The home is registered to care for up to five young people aged between eleven and seventeen years with emotional and behavioural difficulties.

There is a choice of reception rooms for young people to use and the kitchen is large enough to accommodate a dining table and chairs for meal times. Each young person has their own bedroom which is large, and fitted with sufficient storage for clothes and personal belongings. Each bedroom has a lockable item of equipment for young people to use. There are two bathrooms with a choice of bath and shower facilities. There is also an education room for young people to use for homework or for home education if this is needed. Outside there is a paved area that the provider has plans to further improve.

### **Summary**

At this unannounced full inspection, all key standards were inspected. This is a good service overall. As part of the inspection, two members of staff and one young person spoke to the inspector.

Young people benefit from positive relationships with staff. They are afforded a range of facilities and opportunities to encourage and support a healthy lifestyle, to develop their life skills and to reach good outcomes from education. However, there are some shortfalls around the review process for young people, sanctions and young people being able to lock their bedroom doors.

Staff benefit from a good level of training and support, they work well with other professionals to meet the complex and holistic needs of young people in areas such as emotional and physical wellbeing.

The overall quality rating is good.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

Two recommendations were raised at the last inspection regarding staff recruitment and staff supervision.

Recruitment procedures are now sufficiently robust to safeguard young people. Staff receive regular planned supervisions where they discuss all aspects of their role and their individual training needs.

### **Helping children to be healthy**

The provision is good.

The individual health needs of young people are identified within health care plans. Staff work together to ensure that the health care needs of young people are met. This includes making necessary health appointments, and arranging for advice and guidance where necessary.

However not all health care issues are addressed within risk assessments for young people, this does not fully promote the health, wellbeing and safety of young people.

Staff arrange medical appointments for young people as necessary. They are aware that some young people may wish to protect their privacy and attend appointments alone. Where necessary, incentives are offered to young people who need encouragement to attend their appointments.

Procedures are in place to ensure the safe administration of medications at the home. Information sheets are held about the medications young people need, informing staff of any possible side effects that they may cause. This ensures that the health care needs of young people are promoted and met.

Menus are planned to offer healthy nutritious meals. Young people are also encouraged to assist with preparing meals and shopping in preparation for adulthood.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff create a warm and open environment where young people are treated with respect and are supported in everyday decisions about their lives. Young people are encouraged to talk through any disagreements they may have between each other and to resolve them amicably. Staff encourage young people to talk about any problems they have and work together to sort them out, whilst being aware of potential safeguarding issues and the need to involve relevant professionals. This helps to promote an open atmosphere where young people develop skills for adult life.

Staff respect young people's privacy and confidentiality in a way that is consistent with good parenting, and the need to protect young people. However, some records indicate that young people have been told they may not lock their bedroom doors. This is inappropriate and does not safeguard young people.

Staff understand about their roles and responsibilities to promote and safeguard young people's welfare, receiving training in how to safeguard young people, including recognising the signs and symptoms of abuse. They provide a good level of supervision for young people based on their age to make sure they are safe in the home and in the community. They give young people good advice about personal safety. Staff respond appropriately to any serious concerns about young people's safety and let parents, the police and social workers know about serious events.

Whilst risk assessments are in place, they do not identify all the potential risks to individuals and do not therefore fully safeguard young people or staff at the home. Bullying is not tolerated at the home, where staff are concerned that it is happening, risk assessments are completed and updated regularly to ensure that young people are kept safe.

Young people are provided with information about their rights and how to deal with their concerns through the complaints procedure. They know how to make a complaint if they are unhappy, including making a complaint to the placing authority. Complaints are entered into the central record of complaints alongside details of action taken and an outcome.

Staff act as positive role models and use effective communication skills to encourage young people to develop socially acceptable behaviour. They place great emphasis on building positive

relationships with young people and understanding young people's behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable.

Staff praise young people when they do well and reward them. Staff do not condone unacceptable behaviour, and they assist young people to learn to manage their behaviour and solve problems. However, some sanctions made of young people are excessive. This means that young people may not be clear about what is expected of them and how to achieve positive outcomes.

Young people live in a safe and secure environment. Systems are in place for the regular testing of fire safety equipment although the recording of emergency lighting checks is unclear. The vetting of visitors and people wishing to work at the home is thorough which helps to make sure young people are protected. The home carries out robust recruitment checks before staff start work at the home.

### **Helping children achieve well and enjoy what they do**

The provision is good.

Staff support and encourage young people to take part in leisure activities and to pursue particular interests such as sports. They get opportunities to develop confidence in their skills, enjoy leisure time and try new things.

Education is actively promoted and staff understand the importance of education in the lives of young people, creating a stimulating environment that supports and encourages young people to learn and study. Their educational needs are identified in written plans with clear arrangements for meeting these needs. Staff demonstrate a commitment to the educational needs of young people and where necessary act as advocates to ensure that young people's opinions are listened to.

Young people's preferences are taken into account and they have opportunities to study and get work experience in areas that interest them. The home is good at working with schools to support young people's learning and to address problems affecting their education.

### **Helping children make a positive contribution**

The provision is good.

Although young people have clear written placement plans identifying their needs and outlining the arrangements for meeting them, copies of relevant reviews and meetings about young people's futures are not always present on young people's files. This does not allow staff to be aware of their current needs and plans for their future. Staff put plans into practice and keep records about young people's progress and experiences. Young people are listened to and their views about their lives are taken into account.

Placement plans clearly outline contact arrangements and staff comply with these. They encourage young people's families and friends to maintain contact, and this helps young people to see their families regularly and maintain relationships. They make sure that the arrangements for contact promote and safeguard young people's welfare, working closely with young people's families to ensure that contact is a positive experience.

Young people enjoy warm relationships with staff based on honesty and respect. Staff are motivated and interested in young people. They enjoy spending time with young people and are proud of young people's achievements. They have clear professional and personal boundaries with young people which is consistent with good child care.

### **Achieving economic wellbeing**

The provision is good.

Staff prepare young people for adult life, they are encouraged to take more responsibility for themselves, suitable to their age and understanding. They routinely learn skills through taking part in the running of the home, such as shopping, planning meals, cooking, using money and household tasks. They are also encouraged to develop their personal care and organisational and social skills.

Young people enjoy homely and comfortable accommodation. The home is decorated, furnished and maintained to a good standard. Young people have personalised their bedrooms and have enough personal space to meet their needs.

Young people receive regular pocket monies and clothing allowances. They go with staff to purchase clothing or spend their allowances. Sometimes depending on their age, ability and associated risks, they may also go with their friends.

### **Organisation**

The organisation is good.

The promotion of equality and diversity is good. The cultural and individual care needs of young people are identified and met. Young people are listened to and their views are taken into account regarding their care, for example, daily routines and leisure activities.

The home provides a safe and stable environment for young people. The manager shows effective leadership and a commitment to good child care.

Young people know what support they can expect from the home and how they will be looked after. The home has a clear written statement for parents and social workers of how the home operates and plans to meet young people's needs.

Young people are looked after by competent and enthusiastic people who have suitable skills and experience to meet their needs. They provide positive adult role models for young people and work in a consistent way to provide young people with stability and emotional security. Staff are well supported by the manager and receive regular professional supervision. This helps to promote a consistent approach towards young people.

Staff meetings take place regularly and provide an opportunity to discuss the running of the home and reflect on young people's needs and progress.

The home is monitored monthly by a representative of the organisation, and the manager monitors systems at the home in line with Regulation 34. This shows that standards are monitored to ensure that these are maintained to a good quality and that young people receive a consistent service.

## What must be done to secure future improvement?

### Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
2	ensure that young people's review documents and minutes of meetings where young people's futures are discussed, are available for all staff to read and act upon. ( Reg 12)	31 March 2011

### Recommendations

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

- ensure that young people are aware of the right to lock their bedroom doors (NMS 9)
- ensure that sanctions made of young people are monitored to ensure that they are appropriate and fair (NMS 22)
- ensure that risk assessments include any health care issues and potential risks to young people. (NMS 26)