

Inspection report for children's home

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Inspection date	22 April 2010
Inspector	Cheryl Carter
Type of Inspection	Key

Date of last inspection	4 February 2010
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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 home offering placements to 19 children, 15 children with learning disabilities between the ages of five years and 18 years of age, and up to four places for children with a physical disability. It is split into four separate units, three of which offer residential services and one provides three places for respite care.

The home is located in a quiet village, it has an extensive playground for use by the children and security gates are fitted to the rear of the site. Limited parking is available.

Summary

This service is outstanding. Young people's complex health care needs are well met. They are encouraged to eat healthily. Young people receive individualised support in line with their care plans. The environment is safe and all the relevant health and safety checks are completed within the timescales. Young people have opportunities to participate in a range of leisure activities both inside and outside the home. Staff promote equality and diversity in the service delivery and much thought has gone into designing the garden to ensure that all the young people that use the service have opportunities to enjoy being in the garden. The Registered Manager has a commitment to promoting the welfare of children and young people and focus on raising standards.

The overall quality rating is outstanding.

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

Improvements since the last inspection

There were no actions or recommendations made at the last inspection.

Helping children to be healthy

The provision is outstanding.

Young people enjoy a varied and nutritional diet that caters for their health needs as well as reflecting their cultural needs. Young people's preferences are taken into account when planning the menu. Each unit has a separate dining area where young people can eat together. Young people also enjoy dining out at restaurants. The home's food hygiene practices are good. All staff have had food hygiene and handling training. Food is stored and refrigerated appropriately. The dietician from the local hospital reviews the home's menus and gives advice on how the home can ensure that a well balanced diet is maintained for all of the young people.

Young people's files identify their health needs. Children on long term placements register with a local doctor, while those who attend for respite remain registered with their normal doctor. Staff appropriately address young people's emotional wellbeing. Guidance and assistance with their personal hygiene, sexual health, smoking, alcohol use, diet and exercise is given in-line with the young person's health care plan. There is a written policy and guidelines on personal care.

The handling and storage of medication is good. All medication brought into the home is taken to a central store room where it is checked in and recorded, before being sent to the designated units. All medication that is returned to the pharmacy is brought to the central store room and

recorded before being returned. The deputy manager has responsibility for medication and regular audits are carried out to ensure that all out-of-date medication is returned to the pharmacy, and that medication is distributed to the unit according to the home's written policies and procedures. All medication in the individual units is stored appropriately. Medication is always checked and administered by two members of staff both of whom must have received training in the handling and administration of medication. There is no unprescribed medication in use in the home.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people benefit from having privacy in their own bedrooms and staff afford them as much privacy as possible when carrying out their personal care. The organisation has a policy on data protection and also a code of conduct and staff are made aware of these as part of their induction and ongoing training.

There is an accessible complaints policy which families are encouraged to use should they have any concerns about the service. The complaints policy is provided in an appropriate format, but due to young people's needs, most would require a family member to complain on their behalf. There were no new complaints since the last inspection.

There is ongoing safeguarding training for all staff. The management team have recently completed safeguarding training and this is passed on to all the support staff. All staff know how to respond appropriately to child protection concerns to ensure young people are safeguarded. Bullying is not an issue in the home due to the young people's needs, although one individual's behaviour may unintentionally impact on another's. Most of the staff team have received training in managing challenging behaviour and use appropriate methods of working with young people with complex needs.

Staff are vigilant and very aware of the vulnerability of residents and ensures that there are risk assessments in place to inform them about the steps that need to be in place to safeguard young people both on site and when visiting places of interest. There have been no reports of young people going missing. Staff are clear about what to do in the event of a child going missing from the home.

Careful checks are made to ensure health and safety in the premises, such as electrical and gas safety and ensuring that water temperatures are at the correct temperature. Fire safety is promoted through the regular testing of fire systems and alarms. Fire drills, involving young people, help to familiarise them with the procedure for evacuating. All new staff are inducted in the fire procedures of the home.

An audit of the staff recruitment carried out in December 2009 show that good systems are in place to ensure that only staff who are suitable, care for, or have access to the children. The files show that all staff have recent enhanced CRB certificates and there are at least two references, one of which is from the current or most recent employer. Staff complete health declarations and there are copies of certificates of qualifications and training. There are systems in place to explore gaps in employment and job descriptions and interview notes are retained in staff files. Most files contained good evidence for the validation of a person's identity. For monitoring purposes all visitors to the home sign a designated book.

Helping children achieve well and enjoy what they do

The provision is outstanding.

The ethos of the home is that all young people will receive some form of education. The home supports young people's school placements to provide continuity for their daily routine. Effective communication between the home and school ensures both establishments are clear about young people's current needs and well-being.

Where it is not possible for a young person to attend school away from the home there are provisions made for that young person to be educated in the home. The home has a tutor who engages with young people who do not attend school in order to ensure that each child can achieve their potential. There is a designated area in the home that is set up as a class room so that those young people who are unable to go out to school can have the opportunity to participate in learning.

Young people are given individualised support to manage and change behaviours or to achieve new skills, such as learning to attend to their personal care or toilet training. Individual risk assessment supports residents to develop through taking controlled risks.

Helping children make a positive contribution

The provision is outstanding.

Young people's needs are assessed to make sure the home is the right place for them. Detailed care plans focus on what staff should do to meet their needs and are regularly reviewed in light of changing needs. Young people's views are considered at their reviews, and take into consideration everyday matters in the home such as planning activities. Children's rooms reflect their individuality and are very well personalised.

Young people are able to maintain contact with significant people in their lives. Family and friends are welcome to visit. Staff welcome parents to visit their children at the home. Key workers liaise with parents and professionals involved and pass significant information to them where appropriate.

Young people benefit from the placement plans which set out their assessed needs and the objectives of the placement. These also state how their assessed needs would be met on a day to day basis. Young people are encouraged to get involved in the review process. Evidence shows that statutory reviews take place on time. Young people and their family members attend review meetings and contribute. There are good daily reports on each young person and these are signed by staff.

Appropriate consultation systems are in place to seek the views of young people and their families. Staff address children and young people's religious, linguistic and cultural needs. Interaction between staff, and the young people was seen to be warm and relationships formed are valued. Evidence shows that family members are also consulted regularly to improve the service delivery. Information regarding access to advocacy services is provided.

Achieving economic wellbeing

The provision is outstanding.

Young people have their own bedrooms, with sufficient furnishings. All rooms are personalised with a choice of posters and pictures. For those young people who attend the home for respite, on their first visit they bring some of their own toys and furnishings and these are kept at the home for the young person. The young person is assigned the same room on each respite visit and that young person's name is put up on the door and the room is prepared with all the personal items of that young person. This creates a homely and familiar environment for the young person. It also give the feeling that this is their room.

Young people have access to a secure garden for outdoor play and exercise. This area is prepared in a way that all young people are able to enjoy the garden. This is a work in progress and is continually upgraded to ensure that it is accessible to all of the young people. For example, the maze is being paved to allow better access for those young people who have to use a wheelchair.

The home is split into four units, three of the units are for long-term placements and the other for respite care. The respite unit provides for three young people at any one time. Each long stay unit has its own living room with television and a variety of toys, dining area, kitchen and bathroom and toilet facilities. All the bathrooms are suitable for the children with additional physical needs, with a suitable bath and electric equipment and hoists. There is also a soft playroom and a sensory room. The home is decorated, furnished and maintained to a high standard. One unit is set aside for children who are at risk of having seizures. The beds are equipped with appropriate alarm systems to alert staff, should a young person get into difficulties during the night.

Organisation

The organisation is outstanding.

The Statement of Purpose has been updated. This included all the required information, such as the aims and objectives of the service. The Children's Guide provided information regarding the facilities available to them.

The staff rota also shows that there is a balance of gender and cultural backgrounds of staff on duty. The Registered Manager reviews staffing levels in accordance with the assessed needs of children and young people. The Registered Manager and deputy managers are qualified social workers and are available to all staff, young people and their families.

A number of staff are currently completing their NVQ at Level 3 in childcare. All staff receive regular supervision and annual appraisals from their line manager. Staff meetings give staff opportunities to contribute to the running of the home. The home works closely with other health professionals such as the dietician from the local hospital who offers support on maintaining a healthy eating plan for all the young people. Staff receive various training from health professionals which enable them to develop knowledge and skills to meet the complex needs of young people. The staff team is supported by ancillary staff who assist them in keeping the home clean. Staff also attend various in house and external training to promote their professional development.

There is a system in place to monitor the performance of the home against the Statement of Purpose. Visits in accordance with Regulation 33 are conducted monthly on behalf of the provider and reports are sent to Ofsted. The Registered Manager monitors and signs the home's records and takes appropriate steps on issues requiring action. Each young person has a

permanent private and secure record of their history, development and progress throughout their stay at the home.

The promotion of equality and diversity is excellent. Evidence supports a consistent commitment to improving equality and diversity in practice. Children and young people receive an individualised service in the home which is designed to meet their personal needs.

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
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Recommendations

There are no recommendations.