

Chestnut Rise

Inspection report for Children's Home

| | |
|--------------------------------|----------------|
| Unique reference number | SC386134 |
| Inspection date | 23/06/2010 |
| Inspector | Diane Thackrah |
| Type of inspection | Key |

| | |
|------------------------|-------------------------------------|
| Setting address | 100 Chestnut Rise, LONDON, SE18 1RL |
|------------------------|-------------------------------------|

| | |
|--------------------------------|--------------------------|
| Telephone number | 020 85174442 |
| Email | |
| Registered person | The Boulters Limited |
| Registered manager | Sarah Jane Ridgway |
| Responsible individual | Anthony Grayston Boulter |
| Date of last inspection | 10/11/2009 |

© Crown copyright 2010

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 five bedded unit for young people, male and female, between the ages 13 years and 17 years who have emotional and behavioural difficulties. The home offers flexible packages of care including long-term care. One bed is for emergency admissions or respite care. The home is a semi-detached house. The property is comfortable and spacious and is served by good rail and bus links, has local parks and town centre close by.

Five young people currently live in the home and three were met with and contributed their views to this inspection.

Summary

The overall quality rating is outstanding.

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

At this key, unannounced inspection all key national minimum standards were assessed. This is an outstanding service.

Young people have their health needs well protected and promoted. Thorough health assessments are carried out which help to ensure that needs are identified and met. Young people are able to make informed choices in relation to their health as staff ensure that health promotion is high on the agenda. Healthy food is always available and there are lots of opportunities for exercise. Staff ensure that young people have access to medical professionals in order that their physical and emotional well-being is promoted. Robust systems are in place to help keep young people safe. These include excellent arrangements for handling complaints and behaviour management and thorough staff recruitment policies and procedures. Young people's safety is also promoted through the robust environmental checks that occur.

Positive relationships exist between the staff and young people and this helps to ensure that individualised care is provided that allows young people's needs to be met. Needs are thoroughly assessed and kept under review. Education is valued and strongly promoted and there are many opportunities available to young people which allows them to enjoy their leisure time constructively. There are many avenues through which young people are encouraged to make their views known and these views are taken seriously by staff. There are excellent arrangements in place for helping young people prepare for adulthood and for moving on from the home in a constructive manner. Young people live in pleasant, homely surroundings and are encouraged to feel at home. There is strong management and excellent organisation in the home and a dedicated, competent and well trained staff team.

Improvements since the last inspection

At the last inspection the registered provider was asked to ensure that young people have access to complaints forms this now occurs.

Helping children to be healthy

The provision is outstanding.

There are excellent arrangements in place which ensure that young people have their health needs promoted and protected. Young people benefit from healthy and nutritious meals that they enjoy. They say they are able to contribute their views to the menu and any special dietary needs, such as cultural or religious ones are catered for. Meals are seen as social occasions and young people are supported to learn new skills in cooking and menu planning. Young people benefit from learning about different cultures as staff facilitate regular cultural evenings that are focussed around meal times. Meals are prepared in a well maintained kitchen by staff who are trained in food hygiene.

Staff have the information they need in order to ensure young people maintain good health. Comprehensive health care plans are in place for young people and these ensure that health needs are identified so that services are provided to meet them. Young people are supported by staff to access and attend medical appointments and specialist health care is accessed as needed. There is a wide range of information about health promotion available in the home and staff are skilled in engaging the young people in discussions about health promotion. Staff give consideration to young people's race and culture when providing health care and are proactive in seeking out information about health care to meet a wide range of needs, often in advance of admissions taking place in order to be fully prepared to meet young people's needs. There are robust policies and procedures in place for the safe handling of medication and for providing first aid which help to keep young people safe. These include staff training in medication handling and in first aid. Consultation has taken place with a local general practitioner regarding the administration of 'over the counter' medication.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

There is a culture of respect in the home and young people have no concerns about the way in which they are treated by staff. They confirm that staff always knock and wait for a response before entering their bedrooms. Very good arrangements are in place for handling complaints which ensure that young people's concerns will be positively addressed. Staff are proactive in encouraging young people to raise their concerns and are trained to ensure that complaints will be addressed effectively.

There are policies and procedures in place in regards to child protection that safeguard young people. Staff are trained in child protection and good relationships

exist between the home and other professionals involved in child protection. Young people are clear that bullying is not an issue in the home and staff would challenge it should it occur. Young people are encouraged to talk about bullying and this helps to keep them safe. Comprehensive risk assessments are carried out in order to reduce any risks for young people who go missing from the home. Staff take appropriate action to ensure young people's welfare on their return to the home.

Excellent arrangements are in place for behaviour management which help young people to develop socially acceptable behaviour. Comprehensive information is maintained regarding young people's needs and this helps staff to respond to behaviour appropriately. There are reward systems which encourage positive behaviour and appropriate sanctions for negative behaviour. The sound relationships that exist between staff and young people also help young people to achieve positive progressions into adulthood.

There are robust health and safety practices in the home that help to keep young people safe. These include regular fire safety checks, environmental risk assessments and strong monitoring and quality assurance systems. There are also robust policies and procedures in place for the safe recruitment of staff with all required information on files and necessary checks carried out. This ensures protection for young people.

Helping children achieve well and enjoy what they do

The provision is outstanding.

Young people receive individual support in line with their needs and wishes. An effective key worker system exists in order to promote individualised care which helps young people achieve and receive guidance and support when needed. There are excellent team working arrangements which promote continuity in care for young people. Any risks to young people are identified in order to help staff reduce these.

Education is seen as important and strongly encouraged. Clear and comprehensive educational plans are in place for young people which helps to ensure that staff support young people which educational achievements that are appropriate to their needs. Close contact is maintained with education providers which promotes good continuity in care for young people.

Young people are able to pursue their individual interests and are supported by staff to engage in a wide range of leisure activities both within, and outside of the home. There is on-going consultation with the young people about how they wish to spend their leisure time and risk assessments are in place which help to promote young people's safety when engaging in leisure activities.

Helping children make a positive contribution

The provision is outstanding.

Excellent arrangements help young people to move into, and on from the home in a planned manner, this helps promote their well-being. A wide range of information is provided to new admissions and staff help them feel welcome by providing welcome gifts. Clear guidance is available to staff to ensure that the moving in process is a positive experience for young people. There are good arrangements which support young people to maintain constructive contact with family members and good systems for ensuring that these arrangements remain positive.

All young people have a placement plan in place which is formulated from information provided by the placing authority. Placement plans are written taking into consideration the views of young people, their family members, where appropriate, and placing authorities. These comprehensive placement plans, along with close monitoring and review, help to ensure that young people's needs and welfare are fully understood by staff and addressed. Placement plans consider any cultural, religious, language and racial needs. Young people feel listened to and say that there are lots of opportunities for them to have their say about things that are important to them. Daily house meetings are facilitated and these give young people a good opportunity to make decisions about their lives and have an influence in the way that the home is run. The extremely positive relationships that exist between staff and young people also create good opportunities for young people to have their views heard.

Achieving economic wellbeing

The provision is outstanding.

Young people receive excellent care which helps them to prepare for adulthood. Planning for independence is incorporated into daily life for all young people, who are encouraged to do chores around the home. More comprehensive guidance and support is provided for those young people who are close to moving on. This includes working through the independence pack that the home has devised which covers a wealth of information needed for independent living. Pathway plans are written with the full involvement of young people and are kept up to date.

Young people live in a home that is well maintained, furnished, decorated and clean. They benefit from living in a homely environment and have nice bedrooms that they clearly take pride in and enjoy. Young people confirm that they have a key to their bedroom. There is a very well kept garden and lots of communal space for the young people to enjoy.

Organisation

The organisation is outstanding.

There is excellent organisation of the service that ensures that young people are safeguarded and have their needs met. The Statement of Purpose and young people's guide to the home provides clear information about what can be expected from the home. The promotion of equality and diversity in the home is excellent. Young people have their individual needs assessed and met. Staff actively engage the young people in conversations about difference and equality. Staff are sensitive to gender issues.

Robust systems are in place for monitoring the quality of the service and this helps to promote young people's well-being. Feedback is actively sought from stakeholders in order to help improve the service. Young people receive care from a competent staff team who are well trained and qualified to carry out their roles well. New staff members undergo thorough induction training and are well supported by more senior staff. All of the staff receive regular supervision and this helps to ensure that young people benefit from living in a well run home. There is exceptional record keeping in the home with each young person having a securely kept record of their progress.