

— Ocean Lodge

— Inspection report for children's home

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Inspector	John Chivers
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Setting address

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Responsible individual	
Date of last inspection	07/01/2011

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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 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* (March 2011) and the evaluation schedule for children's homes.

The inspection judgements and what they mean

Outstanding: a service that significantly exceeds minimum requirements

Good: a service that exceeds minimum requirements

Satisfactory: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Service information

Brief description of the service

The home is located on the sea front of a coastal town. Shops and other amenities are close by and good access to public transport allows opportunities to access other coastal towns. The home provides accommodation for up to four children and young people on the two upper floors of the building, whilst the communal, education and leisure facilities are on the ground and basement floors. The home caters for children and young people with emotional and behavioural difficulties and who have a wide range of needs.

Overall effectiveness

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

The inspection was a full inspection and unannounced. This is the home's first inspection under the new inspection framework for children's homes. The home is managed to a good standard and affords an equally good standard of care and support to the resident young people, having full regard for equality and diversity throughout all aspects of its operation. There were no requirements or recommendations to follow up from the last inspection and only one requirement is made as a result of this inspection.

Areas for improvement

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
17B (2001)	ensure the date of restraint is entered in the restraint record in all cases. (Regulation 17B(3d))	30/06/2011

Outcomes for children and young people

Outcomes for children and young people are **good**.

Young people develop a positive self image and gain confidence via direct work with staff and key work sessions that reinforce self worth and promote understanding of their individual circumstances. There is an emphasis on praise and achievement and the benefits that positive and appropriate life styles may bring.

Young people's health care is actively promoted with access to a range of health care professions. They are encouraged to eat a healthy diet and lead active and healthy lifestyles having regard for their physical and emotional well-being.

Young people maintain places in main stream or special schools and staff reinforce the importance and value of education and learning as part of their individual life experiences that will help them in later life. Educational achievements are recognised and praised which also helps develop confidence and a good self image. Young people make a valuable contribution to the home by voicing their views, opinions and exercising choice in discussion with staff and at group meetings. They benefit from attending clubs and activities in the local community and project groups. Young people enjoy contact with their families and significant others consistent with the contact agreements within their individual care plans.

Older young people learn social and life skills training by completing a range of tasks and activities as part of their independence training programmes, which will help them acquire the necessary skills and experience for later life.

Quality of care

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

Young people enjoy positive relationships with staff which have been established and maintained over a substantial period of time. There is a good level of interaction and engagement and young people respond well to staff instructions and requests. Young people appreciate the home's behavioural reward system and any unacceptable conduct is appropriately addressed by staff and fully discussed with the individual young person. Sanctions are sparingly used and clearly recorded. Behaviour management is detailed in care plans and individual risk assessments and is monitored and reviewed on a regular basis. Therefore young people are supported to take responsibility for their actions and to behave in a positive manner.

Young people are encouraged to express their views and opinions and exercise choice via range of forums including one to one consultation with staff and group meetings. Young people also make good use of the home's questionnaires submitting positive comments such as 'I am treated well', 'I'm happy at the home', 'I get on well with other young people and staff', 'I feel safe and supported'.

Young people and their parents understand how to make a complaint and have unrestricted access to the home's complaints procedure; however they raise no complaints or concerns about the standard of care they receive. Young people benefit from having detailed care plans in place of which they are aware of and are able to influence. Such plans are monitored and reviewed on a regular basis.

Young people's health care is well promoted by staff that are appropriately trained in medication administration and first aid. Young people are encouraged to lead healthy life styles and are advised about the potential dangers of choosing inappropriate life styles. All young people have access to a local general practice and other health and medical care professionals. There are appropriate arrangements for the storage, administration, recording and disposal of medication supporting the young people's well-being.

Staff have full regard for young people's education and learning and liaise closely with schools that young people attend. Staff encourage young people to complete homework and attend school functions and events. Young people are proud of their school achievements and certificates and awards are held on their individual files. Young people enjoy a range of active and sedentary pastimes that helps keep them physically fit and stimulate them intellectually.

Equality and diversity is actively promoted via theme nights, discussion on a range of topics and talks given, for example, by the sex education nurse that enrich young people's understanding of people's differences.

Young people enjoy living in a home that occupies a sea front location, is decorated and furnished to a good standard and is well maintained.

Safeguarding children and young people

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

Young people are protected from harm and abuse by staff that are appropriately trained in child protection and who are alert to safeguarding issues. Young people said they feel safe in the home and staff have full regard for their protection and welfare, advising and guiding them on matters of personal safety. Staff are clear regarding the home's child protection and safeguarding procedures. Detailed recording and appropriate notifications are made in the event of any issues. There are no current child protection or safeguarding issues in the home.

There is a detailed missing persons policy and procedure and missing persons protocol with the local police. Unauthorised absences are not currently a significant issue and are clearly recorded in the event. Appropriate support is given to young people on their return from any unauthorised absence. Positive behaviour is well promoted via good working relationships between staff and young people and the home's positive reward system. Restraint is rarely used, clearly recorded and is appropriate and necessary in the circumstances described in the records. However dates of restraints were omitted from the records in a minority of cases, although they were recorded in separate incident reports relating to the same incident.

The home's recruitment and vetting procedures are sound and staff files hold all required information including two written references and checks via the Criminal Records Bureau at enhanced level. The home's recruitment procedures help to ensure only suitable staff are employed to look after the young people. Any allegations are clearly recorded and handled fairly and immediate notifications made.

Young people live in a safe and well maintained environment. Standards of cleanliness and hygiene are good and no safety hazards are evident in the areas of the premises accessed. The home takes active steps to keep young people, staff and visitors safe from the inherent risk of fire and other safety hazards. The home is an appropriate environment in which young people can develop their potential and succeed.

Leadership and management

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

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The home is organised and managed to a good standard and affords an equally good standard of care and support to the resident young people, having positive regard for equality and diversity throughout all aspects of its operation. The home has a history of compliance and is consistent in securing a judgement of 'good' at inspections. There were no requirements or recommendations set at the previous inspection. The management show a suitable capacity to continue to maintain this good service.

There is a clear and informative Statement of Purpose that accurately describes the service and facilities provided. Young people and their parents are given sufficient information via the Statement of Purpose and young people's guide. Young people benefit from living in a home that is well monitored by the manager and via Regulation 33 visits. In addition young people's and parent's questionnaires used to secure views and opinions on the service provided. The combination of these activities act as sound and effective quality assurance systems. There is an annual development plan that indicates the home's viability and future aspirations.

Young people receive a good level of care and support from an appropriately trained, supervised and appraised staff team who have the skills experience and competences to meet the needs of the young people and enable the home to achieve its aims and objectives. Staff are supportive of the home's management and ethos and confirm the services commitment to equality and diversity and that no discriminatory attitudes or practices exist within the operation. The home's records are organised and maintained to a good standard and are securely held in locked facilities. Significant events are notified to the appropriate authorities within the prescribed time scales.

Equality and diversity practice is **good**.