

Ocean Lodge

Inspection report for Children's Home

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| Unique reference number | SC357981 |
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| Inspector | Patrick Gough |
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Setting address

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| Telephone number | 01227 369089 |
| Email | |
| Registered person | Benecare Ltd |
| Registered manager | |
| Responsible individual | |
| Date of last inspection | 14/08/2008 |

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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 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

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| 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

Ocean Lodge is a small home located on the sea front of the coastal town of . Shops and other amenities are close by and good access to public transport allows opportunities to access other coastal towns. It provides accommodation for up to four children on the two upper floors of the building, whilst the communal, education and leisure facilities are on the ground and basement floors.

Summary

The overall quality rating is good.

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

This was an unannounced random inspection visit. The home has successfully addressed the three recommendations made at the previous inspection.

This is a home which provides a good service to young people. The home is well managed and the manager shows strong leadership. The young people benefit from positive relationships with key workers and receive regular support with all aspects of their development. The young people's health is monitored regularly and appropriate measures are in place to safely manage the receipt, storage, administration and disposal of all medicines in the home. Behaviour is managed effectively and the young people are supported to achieve successful outcomes.

The placement plans contain useful relevant information and the young people are actively engaged in its implementation. The recording of key working practice has improved considerably and now relates more closely to the placement plan targets. All the staff have successfully completed National Vocational Qualification training.

Improvements since the last inspection

The registered manager was asked to provide a more secure storage facility for controlled drugs within the home. The required locked container has been permanently fixed within a locked cupboard and the contents are registered and monitored through a dedicated log. It was recommended, following the previous inspection, that written records of support given to the young people correspond with the placement plan targets. The content of the key session reports and the other one to one interventions provide greater detail of purpose of the session and is linked more clearly with identified targets. A new key session format has been introduced encouraging key workers to focus on current objectives. The manager was also asked to ensure that 80% of the staff achieve National Vocational Qualification in health and social care at level 3. All the staff, including sessional workers have now attained qualification.

Helping children to be healthy

The provision is good.

All the staff who have responsibility for the administration of medication have received accredited training. Systems that record the handling and administration of prescribed and household medication are used effectively to ensure the safety of the young people. Signed medical consents are included in each young person's file. Proper arrangements to manage the receipt and disposal of medicines are in place. There is adequate storage for medicines and controlled drugs have a dedicated container appropriately fixed within a locked cupboard.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The staff demonstrate their respect for the young people's privacy and whilst they remain conscious of their safety needs, they exercise discretion in their supervision so as to enable them to choose how they use their free time. Whilst the young people's bedroom doors are alarmed, with consent from their placing authority, this facility is only used to maintain each individual's safety. There is a risk assessment and policy to guide staff on lone working practice. The young people know how to use the complaints process and written records indicate that registered concerns have been satisfactorily investigated and addressed by the home. Where a complaint is registered by a young person, the home maintains effective liaison with the placing social worker.

All the staff receive child protection training and have a comprehensive measure of material to refer to in order to maintain their knowledge of general child protection matters, as well as the home's own procedures. There is much support for staff on matters related to safeguarding practice, including anti-bullying guidance, child protection policy and procedures and protocols to activate in response to unauthorised absence. There is a low incidence of bullying; when this occurs it is positively discouraged and addressed through increased supervision, individual intervention and in the young people's meetings. There is clear guidance on how to respond if a young person goes missing and the staff are mindful of the dangers should that occur. There is effective risk assessing to inform appropriate levels of supervision.

There is a positive approach to managing the young people's behaviour. Each young person has a behaviour management plan and the young people respond well to the staff and the interventions that are used to help them. One social worker complimented the home, at a young person's review meeting, on the positive impact generated by their approach to managing the child's behaviour.

All health and safety matters within the home are satisfactorily handled. Routine annual and interim inspections and checks on equipment and services in the home

are carried out within the required timescale. Portable appliance tests are conducted on all electrical items on an annual basis. Risk assessments, individual to the young person and generic, are conducted and reviewed and amended as circumstances dictate. Recruitment procedures are robust and in line with national guidance. The personnel records confirm that all necessary checks are completed before staff commence work with the young people and induction training is put in place as soon as employment begins.

Helping children achieve well and enjoy what they do

The provision is good.

The staff have established positive working relationships with the young people based on mutual respect, a full knowledge of their needs and a good understanding of the interventions that effect positive outcomes. Each young person has a key worker responsible for co-ordinating the implementation of their placement plan. Formal key work sessions are held regularly and a written record is kept, detailing the issues covered. There is good evidence of the regular support given to the young people by the staff in the written content of the key session reports. A new format has been introduced which encourages the key worker to more clearly link the one to one intervention with the identified targets in the young person's placement plan.

Helping children make a positive contribution

The provision is good.

Each young person has an up-to-date placement plan created from good quality referral and pre-placement information and ongoing observation and assessment. The plan is updated following the young person's placement review meeting to reflect review decisions and also at other intervals as further needs are identified. The staff have been particularly successful in supporting young people with behavioural and learning difficulties and have received positive comments from placing authority representatives. The main placement plan is supplemented by others, including a health care and behaviour management plan for each individual.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is good.

The manager has established a cohesive staff team that demonstrates a commitment to achieving positive outcomes for the young people. The role of deputy manager is shared by three senior staff who have a range of experience and expertise. This

arrangement appears to work well and the manager remains confident that it further enhances the work ethic within the team. The staff rota provides for adequate staff to supervise and interact with the young people at all times of the day. The home has demonstrated its commitment to supporting the staff with their professional development through enabling all the staff, permanent and sessional, to achieve National Vocational Qualification at level 3 standard.

The practice within the home is monitored effectively by the manager. A weekly checklist is completed by senior staff reflecting the matters detailed in Schedule 6. This contributes to the more detailed monthly monitoring process conducted by the manager which features a more in-depth audit of the practice. Records such as fire evacuation events and behaviour management are checked and signed as appropriate and at regular intervals and if remedial action is required, comments to that effect are inserted.

The home is also monitored effectively on a monthly basis by the Regulation 33 visitor. The monthly monitoring reports are qualitative and provide a good critical analysis of the practice, leading to planned improvement.