

# Woodstock House

Inspection report for Children's Home

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<b>Inspector</b>	Diane Thackrah
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<b>Setting address</b>	Woodstock House, Woodstock Lane North, Long Ditton, Surbiton, Surrey, KT6 5HN
<b>Telephone number</b>	07824371652
<b>Email</b>	
<b>Registered person</b>	Kisimul Group Ltd
<b>Registered manager</b>	Ralph Horsfield Linton
<b>Responsible individual</b>	Tjerk De Haan
<b>Date of last inspection</b>	03/02/2009

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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

- 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 home can accommodate up to 32 pupils, although they currently work with 18. The home is for young people who have severe learning disabilities and behavioural problems. All young people attend a school which is situated in the grounds.

All current young people have a single bedroom with en-suite facilities, however, some bedrooms are for shared occupancy.

The home is situated in very large well maintained grounds.

### **Summary**

The overall quality rating is good.

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

At this unannounced, full inspection all key standards were inspected.

There are good arrangements for supporting young people to lead a healthy lifestyle and for promoting young people's health. The home works closely with a range of professionals in order to meet young people's needs. Young people have good opportunities for contributing their views to the running of the home and parents' views are obtained regarding all aspects of young people's care. Staff are well supported by the manager and there are good opportunities for staff training in a number of areas such as safeguarding and the safe use of restraint. This promotes positive and respectful relationships between staff and young people. Young people's safety is protected by measures such as good staff recruitment policies and procedures.

No actions or recommendations have been raised as a result of this inspection.

Most young people currently living in the home were present during this inspection.

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

The provider was asked to take action to ensure that thorough checks are carried out on all new staff members prior to them working with young people. The provider was also asked to ensure that all young people are treated with respect and staff members uphold dignity, and use safe restraint techniques. Positive action has been taken to address these issues and these steps help to keep young people safe and well cared for. The provider was also asked to ensure that staff members receive formal supervision more often and that complaints are fully recorded. The provider has now addressed these issues ensuring more effective management of the home.

## **Helping children to be healthy**

The provision is good.

Young people are supported to lead a healthy lifestyle. Meals provided are healthy and nutritious and meal times are social pleasant occasions. Some young people have specialist dietary needs due to their religion or health needs. These meals are provided by the home. Young people have opportunities for taking an active role in planning for, shopping and helping to prepare meals. Staff monitor eating habits and encourage young people to eat healthily.

All young people are registered with a local doctor, dentist and optician and staff support them to attend appointments as necessary. Health needs are recorded and there is written information for staff about how health will be promoted. Staff have developed a good understanding of a wide range of health needs which promotes young people's well-being. Medication is stored securely and records of any medication administered are up to date and properly kept. Only staff members who have been trained can handle medication. All staff members have received training in first aid.

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

The provision is good.

Young people's privacy is promoted. All young people at present have single occupancy bedrooms. Information held about the young people is held securely in the office. Wherever possible, a mixed staff group is on duty supporting sensitivity to gender issues. Young people are given opportunities for making any complaints as staff go through a quality feedback form with all young people on a regular basis. Information is also made available to parents about how a complaint can be made. No complaints have been received by Ofsted since the last inspection.

There are robust policies and procedures in place regarding child protection that go some way to ensuring that young people are safeguarded. Staff receive training in safeguarding and clearly have a sound understanding of key child protection matters and protocols. Bullying is not an issue in the home. Young people are well monitored and staff are made aware of the home's anti-bullying policy. It is not common for young people to go missing from the home, however, there are clear guidelines for staff to follow should this occur.

There are good arrangements for behaviour management that assist young people to develop positive behaviour. Young people have comprehensive behaviour management plans that detail how staff will support them. Any sanctions are used sparingly and are fair and appropriate. All staff members are trained in the safe use of physical restraint, however, restraint is rarely used. Detailed and up to date records are kept of any incident that has required physical intervention. Positive relationships are enjoyed between staff and young people.

Young people live in a home that provides them with physical safety and security. There are good fire safety arrangements including regular safety checks on fire equipment, fire drills and staff training in fire safety. The building has been risk assessed and there are regular in-house health and safety checks such as the testing of portable electric appliances, the gas system and the electrical installation. Young people's play equipment is safety checked.

The policies and procedures for staff recruitment are robust and promote the safety of young people. All new staff members are subject to a number of checks including a Criminal Records Bureau check at enhanced level.

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

The provision is good.

Young people receive good support from the staff. The practical individual support that young people receive is recorded in care records. The staff know the young people well and are knowledgeable about their individual needs.

Specific educational arrangements are in place for each young person who all attend the on site school. School and home staff liaise with each other regularly in order to promote consistency in care for the young people.

Young people have good opportunities for engaging in social and leisure activities and their individual preferences are taken into consideration regarding this. Young people have been on trips to Kew Gardens, Hyde Park the cinema, horse riding and shopping trips. Young people also have access to a range of games, toys, musical equipment, television and DVD players within the home and are able to put forward suggestions for different activities and these are acted upon when possible.

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

The provision is good.

Documentation held regarding young people provides a good insight into their individual needs and how these needs should be met. A comprehensive needs assessment is carried out in relation to each young person to assess whether their needs can be met at the home. Following this a detailed care plan is produced in order to ensure that staff have a very clear understanding of all the individual needs of young people.

Statutory reviews take place within required timescales and records of these meetings are held alongside reports prepared by staff. Parents are invited to attend and contribute to these reviews of care. There are no restrictions on young people maintaining contact with their family members. Contact arrangements are discussed at the time of admission and detailed in the care plan. Young people are consulted with about daily living. Staff take into account the young people disabilities and use

methods such as Makaton and pictorial documents to support young people to have their say.

## **Achieving economic wellbeing**

The provision is good.

Young people receive care which helps to prepare them for and support them into adulthood. Care plans detail that young people are encouraged and supported to develop skills for independence such as self care, shopping and cooking.

Young people benefit from living in a homely and comfortable environment. The home is spacious and clean and provides a number of popular facilities such as a sensory room and large, very well maintained gardens. The general state of repair, décor, fixtures, fittings, furniture and equipment is good. Bedrooms are bright and cheerful and have en-suite facilities. Young people are encouraged to personalise their rooms.

## **Organisation**

The organisation is good.

Since the last inspection the home has increased its capacity from 18 to 32 and the Statement of Purpose has been updated to reflect this. This document remains available to parents and any other stakeholders and provides an accurate insight into the functioning and operation of the home.

Young people receive good care from a competent staff team. There is a formal staff supervision programme and staff meetings take place consistently. Staff speak positively about the level of support they receive from management and there are clear arrangements for staff to deputise in the absence of the manager. Staffing levels are good and there is often one to one support for the young people. There is a rolling programme of training and all staff members undergo training at National Vocation Qualification Level 3 in Children and Young People following the first six months of employment. A number of new staff members have recently been employed and these therefore do not yet hold this qualification. Staff training records detail that new staff members have recently received a comprehensive six week induction programme covering training including equality and diversity, safe restraint, fire safety, manual handling and safeguarding children.

The promotion of equality and diversity is good. Young people have their individual needs met by staff and staff have a good knowledge of the young people they are working with ensuring their needs are consistently met.

There is regular monitoring in the home of the quality of service provision. Young people's files are well ordered, up to date and well kept.