

1215521

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in August 2015. It is owned and managed by a private provider and registered to provide care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in 2019.

At the time of the inspection, three children were living in the home.

Inspection dates: 3 and 4 December 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 13 February 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2024	Full	Outstanding
13/03/2023	Full	Outstanding
04/01/2022	Full	Outstanding
04/09/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from genuine, loving relationships with staff. Staff ensure children feel loved while being able to explain and demonstrate such care within the professional boundaries of their roles. Children know they can speak to all staff, but when children naturally develop bonds with certain members of staff, this is encouraged to ensure they have a trusted confidante.

Staff showcase children's work and items made by children. Children make personalised artwork for staff, and staff buy gifts for children based on their likes and preferences, showing a mutual understanding within the relationships built.

Children have been able to formulate their own goals and aspirations for the future. When children move into the home, staff discuss children's goals and develop plans of care that outline ways they will enable the children to achieve them. When one child moved into the home, they did not understand what aspirations were. Staff have supported this child to explore such feelings and to enjoy success. Children are given opportunities to try new experiences that encourage them to keep active, such as camping in the outdoors, charity runs and peak walks.

Children's moves are planned at the earliest possibility time and always in the best interests of children. When children have outgrown the remit of the home, the manager recognises their limitations and works with professionals to find suitable placements where children can grow and thrive. Staff have warm, thoughtful and supportive discussions with children to enable them to understand life changes as they happen.

Family time is rigorously promoted even if there are particularly difficult circumstances. Staff ensure that they work in collaboration with families, loved ones and other agencies to promote positive relationships for children, even when there are challenges to this.

How well children and young people are helped and protected: outstanding

The manager upholds a proactive approach to safeguarding practice, which means children have a strong sense of safety and well-being. Children said they felt safe living at the home and with the other children. They trust staff would keep them safe. Children are consulted with about how they want incidents to be managed to minimise the likelihood of their reoccurrence.

When allegations are made, they are treated seriously and handled with sensitivity. Staff escalate concerns appropriately, and the manager ensures all actions to safeguard children are taken with professionals informed immediately to protect children.

Children do not go missing from care. There are robust plans in place should this become a risk. Staff take preventative measures to enable children to regulate their

emotions, such as walking with staff at a safe distance, which proves effective in children not leaving the home without notifying staff.

Positive behaviour is reinforced, and restorative practice is used to support children to learn from behavioural incidents. Staff understand that the use of consequences is often ineffective when supporting children with emotional and behavioural challenges. The home's ethos of behaviour management is that children feel loved, happy, healthy and safe from harm in order to thrive and fulfil their potential.

The behaviour management policy guides staff effectively. Staff are clear about the need for police involvement and that children are not to be criminalised. Staff effectively support children to manage their emotions during times of upset or difficulty. Discussions are held with children to learn about what constitutes criminal behaviour and how this could impact their future.

The effectiveness of leaders and managers: outstanding

The home is managed by a resilient manager who can prioritise and adapt to the changing needs and risks of children while continuing to attend to their emotional needs. The manager advocates and professionally challenges with tenacity on behalf of children to ensure the care they receive meets their needs.

The manager has built strong collaborative working relationships with other agencies, which have resulted in positive outcomes for children. Therapeutic, medical or health advice is sought and shared effectively with the staff team. It is embedded in plans of care and staff practice so that children receive care tailored to their individual needs.

The manager maintains oversight of the quality of the service with robust and effective governance processes. These monitor and promote the progress of both children's and staff's development.

Equality, diversity, and inclusion needs are integral to the home. This is supported through training, company policy and the accepting nature of the staff team. Staff not only recognise these needs but promote, encourage and celebrate children's individual identities.

Managers identify staff developmental needs through supervision. Where staff demonstrate a desire to professionally progress, this is encouraged, and opportunities are sought to grow their skillset. Other children's homes within the company identify vacancies and use staff skills in different homes, which encourages retention and professional development.

Staff are very knowledgeable about their role and demonstrate a passion for ensuring children fulfil their potential. Staff take ownership of their roles and work together as a team to delegate tasks between them to ensure children receive seamless care.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1215521

Provision sub-type: Children's home

Registered provider: Resolute Care

Registered provider address: Unit 27, Trent South Industrial Park, Little Tennis St, Nottingham NG2 4EQ

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Vikki Thwaites, Social Care Inspector

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