

1215521

Registered provider:

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to three children with social, emotional and/or behavioural difficulties.

The registered manager is suitably qualified and experienced.

Due to COVID-19, at the request of the Secretary of state, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 4 and 5 January 2022

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: 4 September 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2019	Full	Outstanding
28/11/2018	Full	Outstanding
04/07/2017	Full	Outstanding
14/12/2016	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children report that they are very happy living at this home, and they have made excellent progress in all aspects of their lives. Feedback from professionals during the inspection was unanimously positive. One professional summed up the views of them all by stating, 'The child's progress has been brilliant. They are flourishing in a family style environment.'

The children have developed extremely positive relationships with all the staff in the home. One child explained, 'All staff are nice, kind and loving. I love them and trust them.' The trusting and positive relationships children have with a consistent and very nurturing staff team provides them with the stability and security they need to help them address past, traumatic experiences. Placements are positively sustained, with children having lived in the home for between 15 months and 42 months.

Children receive an excellent standard of care to support their complex needs. Staff are skilled and have an excellent understanding of children's needs. A professional confirmed in respect of a child, 'Staff know them inside out; they are fully attuned to their needs and meet them very well.'

All children are fully engaged in full-time education at schools that meet their needs well. Excellent communication between the home's staff and education professionals contributes to the solid progress children make. An annual awards event held in the home celebrates the educational achievements of all children and results in them feeling very proud of themselves.

Staff meet children's health needs exceptionally well. Healthy diets and attendance at both routine and specialist health appointments promote good physical health. For one child, the persistence of the manager and the staff has resulted in an undiagnosed medical condition being identified and treated. The subsequent support provided by the staff, including using social stories, has helped the child to understand and to accept their medical condition. As a result, the child is significantly healthier and happier.

Children engage in an extensive range of leisure activities. They keep fit, have fun, socialise and make friends. Children are active and valued members of their local community. With the support of staff, children recently held a table-top sale to raise money for charity. As a result of their engagement in leisure and community activities, children develop confidence and become more socially aware and their self-esteem has improved significantly. Beautifully presented photograph books that are created several times a year for each child serve as a valuable reminder of their positive experiences and progress while living in this home.

Children are fully respected and valued. Their views contribute fully to the day-to-day running of the home. Children are also fully involved in the preparation and regular review of their placement plans (called supporting change plans). As a result, children are motivated to work towards goals which they have identified and wish to achieve.

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

Children feel safe because of the positive relationships and the quality of care they receive from staff. A child articulated this very well when they explained, 'This is a safe and happy home. Staff make sure the house is safe and their love for us makes us feel safe.'

Children are kept safe through the consistent implementation of comprehensive and regularly updated risk management plans by staff. Over time, because of the extensive programmes of individual work undertaken with each child, risks reduce and children develop important life and social skills that will equip them well in later life.

Children rarely go missing. On the one occasion in the last year when this did occur, staff followed the child's individual missing protocol and they quickly and safely returned the child home. Work undertaken with the child to understand why they went missing was effective and is evidenced by no further incidents since that time.

Proactive behaviour management strategies are extremely effective. Children welcome and thrive on the high levels of praise that staff provide and record in a 'just because' record for any achievement or positive behaviours, no matter how small. A restorative and reflective approach used when children display challenging behaviours or struggle to regulate their emotions means that rather than feeling punished, children learn to respond differently when feeling challenged. A child said, 'Staff help me when I get angry. I have now learnt to go to my room, sit on the wall or have a big hug and this calms me down.'

The use of physical intervention reduces as children settle into the home and feel safe. However, when it is used, it is proportionate and a last resort to ensure children's safety. Meticulous recording of incidents, thorough debriefs with both staff and children following any incident and robust management oversight help staff and children reflect on what has happened and whether anything could be done differently to improve the support to the child in the future. This ensures that practice in this area remains safe and appropriate.

Thorough recruitment processes are followed to help ensure that only those adults who have been assessed as safe to work with children are employed to work in the home.

The effectiveness of leaders and managers: outstanding

The manager is experienced, confident and inspirational. She is held in high regard by children, her staff and external professionals. She is supported effectively by the company's directors. Together, they form a highly effective leadership team, whose ethos is to offer a consistent, safe, family type environment where children can flourish.

The manager is extremely organised and knowledgeable about the complex needs of the children living in the home. She leads by example. Her enthusiasm and commitment to making a difference to children's lives cascades through the staff team. The very stable and consistent staff team feel highly valued and supported. Staff love working in the home. They speak positively and with pride about the children that they care for. Morale is high. The atmosphere in the home is one of happiness and warmth.

The manager is a strong advocate for children. She is not afraid to challenge other professionals in the best interests of children. For some children, this has resulted in more suitable school placements being identified for them. For another child, the manager's challenge has been instrumental in the review of their long-term plan.

Matching processes in the home are thorough. The management team carefully considers children's experiences and background, alongside the skills of the staff team. It is a testament to the robust matching process that the current children living in the home get on very well together and their placements are very stable and secure.

Staff are very well trained and the vast majority are suitably qualified. They undertake a wide range of training in respect of issues that could or do affect children living in the home. This, as well as regular high-quality and one-to-one supervision, peer supervision lead by a therapeutically trained social worker and regular team meetings, provides time for reflection and time to develop further insight and understanding into children's individual needs. Consequently, staff are extremely well equipped to meet the needs of children living in the home.

Partnership working is a strength. Professionals and a parent spoken to during the inspection reported, without exception, that the levels of communication between them, the manager and the staff are excellent. This effective partnership working is helping to ensure that children's plans progress and that children continue to make excellent progress.

Comprehensive monitoring systems demonstrate month by month the significant progress children are making. This, as well as robust quality assurance activities, including seeking feedback from children, parents, staff and professionals, is used for learning and reflection. The leadership team is ambitious for children. Although the home had an outstanding judgement at the time of this inspection, the team has continued to identify ways in which the service can continually improve the experiences of children.

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 address: 11 High Street, Ruddington, Nottingham NG11 6DT

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Rachel Griffiths, Social Care Inspector

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