

1215521

Registered provider: Resolute Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for three young people who have emotional and/or behavioural difficulties. It is owned and managed by a private organisation.

Inspection dates: 4 to 5 July 2017

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	good
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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: 14 December 2016

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection

none

Key findings from this inspection

This children's home is outstanding because:

- Young people make exceptional progress given their starting points, particularly in their education, health, and social skills.
- Staff create an extremely caring and nurturing environment. They provide the warmth and care necessary to build strong and trusting relationships.
- There continues to be a dramatic reduction in all risk-taking behaviour, such as drugs misuse, going missing, sexual behaviours, self-harm and aggression. Training provides staff with a range of skills and knowledge to keep young people safe and help young people to keep themselves safe.
- Staff work exceptionally well as a team and feel supported by the directors of the organisation who motivate and inspire them.
- Progress, experiences, and safety of young people are outstanding. Although there are many outstanding features of the home's leadership and management, there is currently no registered manager in post. The vacancy has been filled, but the applicant has not yet taken up their post.
- No shortfalls have been identified, and no recommendations or requirements made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2016	Interim	Sustained effectiveness
24/05/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This home was judged outstanding at its last full inspection. Young people continue to make extraordinary progress given their starting points. Feedback from other agencies working alongside the home is extremely positive. For example, a mental health worker stated: 'The support that the home is giving the child is excellent and progress is incredible.'

Young people make excellent progress in improving their education attendance and attainment. Several young people had not been in education prior to moving to this home. Now, they attend and attain levels higher than expected. One tutor's report states that a young person 'should be very proud in what she has achieved so far'. Educational progress is underpinned by excellent communication between staff and education providers. Staff are very ambitious for all the young people, helping them to pursue their career plans and aspirations.

Young people enjoy an extensive range of experiences and activities, such as trips to museums, exhibitions, and cultural events. They also enjoy community activities, including scouts and youth clubs, helping them build a social network and improve their inter-personal skills. One young person helps with a local homeless charity. This helps her to develop a range of skills and an understanding of others in need.

A number of activities, such as swimming, promote the health of young people. These activities, combined with healthy, varied meals and access to healthcare professionals, mean that the general health and well-being of young people is excellent. Support from the mental health teams and first-rate training enable staff to support young people to understand their own emotional health issues. As a result, incidents of self-harm have dramatically reduced.

Contact with their families has become a much more positive experience for young people. For one, this has resulted in a plan to return home. Excellent arrangements for contact, clearly understood and implemented by staff, ensure that spending time with family and friends is a safe and enjoyable experience.

Young people receive excellent, very thorough and individualised support to prepare them for adulthood. Work on life skills is set at the individuals' level of understanding. For one young person, this means breaking down each task into a series of smaller tasks. This helps them to learn at their own pace.

Excellent use of key-work sessions helps young people to explore sensitive issues such as leaving care, education, health, and personal safety. Work on relationships through key-worker sessions and residents' meetings helps young people to forge excellent relationships with each other and with staff. This creates a culture of warmth and respect where bullying is not an issue.

Detailed planning for new placements, including excellent preparation work with current residents, ensures that young people settle quickly. Several young people have moved on from the home since the last inspection. Where staff and leaders believe this has not

been in the best interests of the young person, or handled poorly by other organisations, they have challenged vigorously, advocating well on behalf of the young person.

Care planning is exceptionally child centred. Young people participate fully in preparing and reviewing their care plans. The 'my daily living plan' provides an easy to read version of the care plans, outlines targets and enables young people to recognise the progress they are making.

Consultation is excellent. Young people express their views through daily consultation. This consultation allows young people to make requests, comment on an issue, or plan the week ahead. It ensures that even the smaller, everyday requests are recorded and acted on. Residents' meetings provide an opportunity for all young people to discuss their care and how the home operates. They discuss how they are getting on with each other and resolve any potential conflicts. Matters raised in residents' meetings are discussed in staff meetings, ensuring action is taken where required. Young people play an active role in staff appraisals. They comment on what the member of staff does well, what kind of relationship they have with them, what they could do better, and any concerns. This not only helps young people to feel valued, but also helps the member of staff develop their practice.

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

Young people become safer. Incidents of going missing, sexualised behaviour, drug use, aggression, gang involvement, and self-harm have dramatically reduced or stopped altogether.

When young people do go missing, independent return interviews, combined with a thorough debrief with staff, reduces the risk of a repeat of the incident.

Young people who have previously been at high risk of sexual exploitation are no longer deemed to be at risk. Discussions about appropriate relationships, sexual health, and online safety are very effective. These discussions help young people to understand how to keep themselves safe. Staff receive support and training from other organisations to enable them to deliver this work to such a high standard. One such organisation commented to the staff: 'Thank you for all you have achieved. You should all be really proud of your efforts and achievements.'

Positive behaviour is expected of all young people and, as a result, there are few sanctions or rewards. Instead, staff use 'Just Because' books to record their ongoing affirmation of positive behaviour. For example, one member of staff recorded in a young person's book: 'I just wanted to tell you how amazing you have been today and how welcoming to new staff you have been. You have been awesome'. This not only encourages continued positive behaviour, but also promotes confidence and self-esteem. When there are incidents of negative behaviour, the use of restorative practice is highly effective. This helps young people to explore the reasons behind their behaviour, and how to repair relationships. Staff are given training that helps them to understand cycles of behaviour and respond effectively when young people behave poorly. One member of staff commented on this process, stating, 'it is good to be able to reflect'.

The use of physical intervention continues to decrease. When used, it is for much shorter periods and usually with less restrictive holds. Thorough debriefs allow staff and young people to learn from incidents and move on.

The knowledge and skills of staff are enhanced by an extensive range of training in safeguarding matters such as sexual exploitation, radicalisation, and internet safety. Further resources, covering topics such as gang membership and domestic violence, provide additional learning tools to improve practice.

Staff and managers understand the role of the designated officer and have excellent links with safeguarding professionals. Staff regularly attend network meetings to discuss safeguarding matters and share information, remaining up to date on current research.

The home is well maintained, clean and safe. Regular fire, maintenance, and safety checks ensure this remains so. Effective fire drills mean that young people not only know what to do in the event of a fire, but also learn about fire safety.

The quality of risk assessments is outstanding. Risk assessments identify triggers and set out detailed strategies to reduce risks. Areas of risk are clearly linked. For example, the assessment of risk associated with free time is linked to the potential for going missing. Young people are safer as a result.

The effectiveness of leaders and managers: good

The registered manager recently left the organisation and the directors have been swift to fill the vacancy with a new manager, who starts later this month. Strong interim arrangements ensure the continued smooth operation of the service and, importantly, continued provision of excellent care for young people.

Leaders clearly understand the strengths of the service and any areas that need to be improved. An extremely detailed development plan ensures that objectives for improvement are progressed in order to continue to provide excellent outcomes for young people.

Leaders seek and act on feedback from others. This includes feedback from young people, parents, other professionals, and staff. For example, regular feedback from mental health professionals helps staff to improve their practice.

Staff fully understand and implement the ethos of the home. They exude warmth and nurture. Staff have a passion for helping young people to reach their potential.

Staff work extremely well together. They bring a wealth of experience and differing skills to the team and there is a clear bond between staff. This is strengthened by the recent implementation of peer supervision, offering staff the opportunity to share knowledge and improve as a team.

Induction for new staff is excellent. In addition to learning the procedures and structures of the home, staff begin training immediately. Online courses are offered from the moment they accept the post. Training and development systems ensure an exceptionally knowledgeable and skilled team. All staff are either qualified to the

appropriate level, or are on the relevant course.

Staff benefit from excellent support. This includes in-depth supervision, peer supervision, regular team meetings, and effective handovers. One member of staff stated: 'It is unbelievable support. I have found my "forever" job. Morale here is very good and everyone is here for the young people.'

A wide range of monitoring and analysis tools enable staff and leaders to recognise the progress young people make. This includes internal monitoring that enables staff to analyse progress made towards each target in a care plan. External monitoring is good, with an independent person assessing the service on a monthly basis, ensuring that young people are well cared for, safe and making progress.

The availability of the young person's guide in app format means information is provided in a way that young people can readily access and understand. The app also provides useful links to other organisations, and provides a direct link to email directors if the young people have any concerns. This helps young people share any anxieties in a user-friendly format.

Other organisations and agencies speak very highly of the staff and leaders. Comments from other professionals include: 'I have always been impressed with the leadership,' 'staff are very good at sharing information,' and 'the review report is one of the best reports I have ever seen.'

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

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 Ltd

Registered provider address: 43 Blanford Gardens, West Bridgford Nottingham NG2 7UQ

Responsible individual: Paul Bancroft

Registered manager: Vacancy

Inspector

Judith Longden, social care inspector

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