

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 privately run and provides care for up to three children who experience social and emotional difficulties.

The home is led by an experienced and registered manager.

Inspection dates: 14 and 15 February 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 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2023	Full	Outstanding
04/01/2022	Full	Outstanding
04/09/2019	Full	Outstanding
28/11/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is safe, very well presented and provides children with a family home environment. It is spacious, with areas for children to play and socialise, but also to have privacy if this is what children want. Children's bedrooms are clean, suitably furnished and personalised to a very high standard. The bedrooms of the older children are large enough to accommodate settees, which offers space to relax. The older children take great pride in their rooms and keep them very tidy and organised. There is a large garden at the back of the home that provides space for children to play and socialise. Overall, the children benefit from a very nice and comfortable home they can enjoy and be proud of.

All children are making excellent progress since coming to live at the home. The managers and staff work hard to ensure children are supported with their physical and emotional health, with particular attention to their individual psychological well-being. There is a proactive approach to ensuring children can access specific services to support and promote their emotional and psychological well-being. As a result, children are provided with excellent care and support based on their assessed needs.

All children are supported to engage with education. Managers and staff have superb working relationships with school and college staff. One child has been supported to access and engage with their education following a significant gap in their school attendance before coming to live in the home. School staff gave exemplary feedback regarding the managers and staff's level of commitment and drive in supporting children to attend school. Staff ensure key information is shared with children's schools to promote the emotional support they need. This supports the school staff to provide the support children need to be able to access their learning.

Managers and staff are relaxed, warm and caring with children. Staff tell children they love them, and children reciprocate this in a very natural manner. Staff are playful with children, with a good level of humour seen between staff and children. Staff were confident when supporting children with unwanted behaviour, explaining clear and fair behavioural boundaries.

Children are listened to through a variety of methods, which include one-to-one sessions, general chats and children's meetings. Staff also use a variety of creative ways to ensure children can contribute and participate in day-to-day decisions about their lives. There was an excellent example of the use of pictorial boards to help children express themselves when unable to verbalise their feelings and wishes. Staff encourage positive relationships between children while being mindful of not expecting children to be friends just because they are living together.

Managers and staff are forward thinking and make appropriate plans for significant transitions for children. Planning is timely to ensure plans are robust, with the aim for children to have seamless transitions to secondary school and preparation for adulthood.

Children are supported very well by staff to maintain their relationships with their families and other significant people in their lives. Family members are welcomed into the home to see their children. One family member said, 'We are always made to feel welcome and made a hot drink, and they see children being cared for like a family.' Staff provide children with emotional support and comfort when arrangements to see their family are cancelled because they understand how hard this can be for children.

Children are encouraged and supported to engage in activities that provide opportunities to make connections and make potential friendships with their peers. This leads to children developing very good friends and enjoying activities in the local community.

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

The home is safe and secure. The manager and staff have good oversight, and any maintenance is dealt with quickly. There are effective communication systems in place between staff to ensure they know where children are. Relationships with neighbours and the local community and the home are very positive. Children are supported to engage in community activities and have become part of the local community.

Staff know the children very well and have identified and assessed their risks and vulnerabilities. Children's individual risk assessments consider their age, stage of development and social and communication development when considering promoting children's independence, such as walking to the local shop. The children's individual risk assessments are comprehensive, providing staff with very clear, robust processes to follow to ensure children are protected and safeguarded.

Children do not go missing from care. One child will sometimes leave the home when upset. Staff follow, and the children return to the home without going far. There are no concerns currently about children engaging in anti-social behaviours or activities that would place them at risk.

Staff use positive reinforcement through play and curiosity to support children when they are unable to control the emotions that lead to them becoming frustrated and angry. Children are supported through distraction and de-escalation methods to avoid deterioration in behaviour. This has been highly successful. Children are now better able to manage strong feelings and emotions.

The use of physical intervention by staff to manage and support children when they are unable to control their emotions is rare. There has been a decrease in the use of physical intervention for one child. Managers and staff work closely with external professionals to support the children's emotional and psychological well-being. Children are provided with emotional support following physical intervention or any measure to manage their behaviour. The manager ensures staff are debriefed following any incidents; this includes reflection and learning. The manager has good oversight of incidents and analyses these to derive any learning that could improve care practice.

The effectiveness of leaders and managers: outstanding

The manager is very proud of the children and staff, whom she knows very well. She has very high ambitions for the children and staff and the continued development of the home. This ambition and drive are used to lead and support the staff to provide children with the care, support and opportunities they need to improve their outcomes and promote their progress in all areas of their lives.

The manager has a detailed understanding and oversight of all the children's plans. She works hard with staff and key agencies to make sure children's health, education, and social and linguistic development are central to the care and support the children receive at home, school and when accessing community activities.

The manager has robust systems to monitor the quality of care and has highly effective working relationships with key professionals, which promotes consistency of care and opportunities for children to thrive. Children's individual care plans are progressed by the manager and staff. A professional said of a child, 'The child is happy and has good attachments and relationships with staff. The child's needs are being met exceptionally well.'

The manager leads by example and is highly respected by staff. Staff said they love working at the home, and one of the main reasons for this is that children are being provided with a family-like home environment. Staff said they have an excellent level of support from their manager and also from senior managers.

The manager ensures staff are provided with regular and effective one-to-one supervision, annual appraisals and team meetings. These forums are used to provide staff with opportunities for learning and reflection and to improve practice and share good practice for the benefit of the children. Staff are supported with their continued professional development. Additional training and learning opportunities are provided by the manager to ensure any presenting and developing needs of the children can be met by staff.

The manager said she is provided with very effective support and regular supervision from her manager. She meets regularly with the managers from the company's sister homes, which provides a platform for peer support and sharing and disseminating good practice.

The manager works hard with staff to ensure children are being provided with a home where they feel they belong. Children are told they are loved by staff, and children say they love staff too.

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 Ltd

Registered provider address: Girlings & Co, 11 High Street, Ruddington,
Nottingham NG11 6DT

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Angela Duffus-Palmer, Social Care Inspector

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