

1215521

Registered provider: Resolute Care Limited

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/or emotional difficulties.

The home is led by an experienced registered manager.

Inspection dates: 13 and 14 March 2023

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 January 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2022	Full	Outstanding
04/09/2019	Full	Outstanding
28/11/2018	Full	Outstanding
04/07/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress in all aspects of their lives because they receive exceptional care from staff who want the absolute best outcomes for them. The staff are caring and nurturing in their approach with children. Staff work hard to get to know the children and build excellent relationships with them. These relationships provide a solid foundation for children, and they flourish.

Staff consistently ensure that they capture children's memories. They create well-presented memory books, which include the manager's personalised comments. These serve as powerful reminders for children about their positive experiences and the excellent progress they make while living in this home.

Staff encourage children to engage in individualised and group activities. As a result, children develop confidence, self-esteem and social skills. Children say that they are very happy living at this home. One child rated the home '10 out of 10' and said, 'We do lots of activities and have fun.'

Children are fully engaged in full-time education at schools that meet their needs well. children's attendance is 100%. Feedback from professionals during the inspection was unanimously positive. Placing authorities and professionals have praised the outstanding care provided to children. They say that the staff are excellent advocates for the children and that the manager consistently speaks highly about children. This ensures that children are valued, loved and respected.

Children are in good health. Staff understand children's individual healthcare needs well. They encourage and support children to attend health appointments, as required. The manager continually uses research-informed practice to improve the care provided to children. For example, the manager has provided staff with tools to support one child to understand puberty. This supports children's emotional health and well-being.

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

Children benefit from having a stable and secure team of staff who understand their needs and know them very well. As a result of the extremely positive relationships children have with staff, they feel safe and secure.

Staff support children to develop life skills. This includes supporting children to become more independent and to take age-appropriate risks in line with their development. One child has benefited from joining the cadets. Staff have supported another child to join a synchronised swimming group and are helping another child to develop their independence skills in the local community. Together, staff and

children explore children's interests, and staff use these to motivate children to learn and develop skills. Children learn how to communicate and negotiate because of their experiences. These are skills that will help them greatly in the future.

Staff implement comprehensive, individualised care plans and risk assessments for children. Managers constantly review these plans and risk assessments. The plans provide staff with consistency and clarity in respect of the actions they need to take to keep children safe.

Staff have an excellent understanding of their safeguarding roles and responsibilities. Regular safeguarding training, alongside safeguarding discussions during supervision sessions and team meetings, means that the protection of children remains an absolute priority for every staff member working in the home.

The use of physical intervention reduces as children settle into the home and feel safe. When staff use it, it is proportionate and only used as a last resort to ensure children's safety. The manager ensures that incidents are recorded and debriefs take place with staff and children after any incident. This ensures that practice in this area remains safe and appropriate.

Children say that they are not aware of the home's complaints procedure. This limits children's ability and route to make a complaint should they have any concerns. However, the impact of this is minimised because children told the inspector that they do not need to make complaints. They said that they can speak to staff or the manager to discuss any concerns they have.

The effectiveness of leaders and managers: outstanding

The manager is visible and approachable and has created a culture of high expectation and aspiration. Staff say that the manager supports them exceptionally well in their roles and with their day-to-day practice. The whole team of staff work well together. Staff morale is extremely high.

Staff retention has ensured that children have consistency of care. The manager and staff team are ambitious, and they have creative plans to continually improve children's experiences and outcomes.

A key strength of the home is the way that the manager monitors and reviews all aspects of each child's care. This strength, as well as the manager knowing each child exceptionally well, results in children's care plans regularly being updated to reflect their progress and challenges. This helps to ensure that children consistently receive an optimum standard of care and support.

Staff receive regular, reflective formal supervision. The manager produces colour-coded development plans to monitor each staff member's development. The manager is aware of all staff's strengths and areas for development. She provides staff with high levels of support and constructive challenge to help them develop their skills. This approach motivates staff to continually improve their practice.

Currently, children's contributions to their written plans and records are limited. As a result, records do not reflect children's understanding of the care provided to them, or their contribution to their own care planning.

What does the children's home need to do to improve?

Recommendations

- The registered person should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to raise issues or make a complaint with support and without fear that this will result in any adverse consequences. Regulation 39 sets out the requirements for the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. This specifically refers to ensuring that children are aware of the home's complaints procedure. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)
- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' and be supported to regularly view and contribute to the records in a way that reflects their voice. This specifically refers to ensuring that children can access and contribute to their records. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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 Limited

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

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Corline Parker, Social Care Inspector

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