

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 operated by a private company. The home provides care for up to three children who have social, emotional and mental health difficulties.

The manager registered with Ofsted earlier this year and is appropriately qualified.

Inspection dates: 28 to 29 November 2018

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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 July 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/07/2017	Full	Outstanding
14/12/2016	Interim	Sustained effectiveness
24/05/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress in all aspects of their lives. Several professionals, including placing social workers, speak very highly of the manager and staff and the quality of care provided.

Staff work tirelessly to ensure that children have access to the most appropriate education. Staff communicate extremely effectively with school staff. This provides a consistent approach and enables children to excel in their learning. A social worker stated: 'The manager has been nothing but child-focused and relentlessly advocated for a school place.' Older children have clear goals and ambitions. For example, one wants to go to college to be a sports trainer.

Children develop a sense of empathy and an understanding of worldwide issues, such as poverty. The children and staff have links with a project in Uganda, providing resources to improve the educational opportunities of young girls. Children also participate in projects in their local community, contributing to political discussions on how to improve their neighbourhood.

The improvement in the emotional and physical well-being of children is outstanding. Children new to the care experience settle quickly, living in a home with nurturing staff who provide excellent care. Some children are not yet ready for formalised therapeutic support from agencies such as the child and adolescent mental health service. In such instances, staff ensure that children experience warm, loving relationships in the home and provide opportunities for children to share their feelings with staff.

Children enjoy new activities and experiences. Some had never been out for a family meal or engaged in community activities before coming to this home. Now, they attend Brownies, gymnastics, trampoline club, sports club and swimming lessons. Active leisure pursuits not only help children improve their physical health, but also provide opportunities to socialise and make friends. Staff work hard to ensure that children can cope with the emotional impact of meeting with their family. This has enabled such meetings to be far more positive experiences for children.

Care planning is excellent. Staff understand the individual, complex needs of each child. Children contribute to their plans by identifying their aspirations, how they are going to achieve these, what help they may need and the progress they have made so far. A social worker stated: 'It is very rare to find staff so clued up on the individual child. The daily living plan is fantastic and so child-focused.'

Children meet with staff regularly to share their views. The manager responds to decisions made during house discussions, ensuring that children know that their views are listened to. Children have made suggestions to improve the garden and local environment. They also use house meetings as an opportunity to support those moving on from the home and to welcome those moving in.

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

Risk assessment and risk management processes are of the highest quality. Staff understand the complex needs and behaviours of children. Excellent work with other professionals ensures that strategies to reduce risks are consistent, detailed and highly effective. Staff work with children to explore their decision-making and the consequences of their decisions. This has resulted in a dramatic reduction in incidents for children with a history of going missing.

Incidents of restraint are also reducing. The registered manager's detailed analysis of restraints ensures that learning is shared and effective strategies are implemented by staff.

Children receive 'just because' comments from staff. These provide positive affirmation of the little things that children do. For example, one member of staff wrote, 'Just because you were so well behaved when we went out.'

Staff are mindful of any rivalry between children and potential bullying issues. Training courses, staff meetings and internet resources help staff to improve their knowledge. Staff discuss bullying and relationships with children individually and in the house meetings. This enables children to reflect on their actions and builds positive relationships within the group.

The effectiveness of leaders and managers: outstanding

The registered manager has vast experience in a range of senior roles. She is supported by an excellent deputy and the company directors. This combination ensures that there is high-quality leadership in the home.

The organisation has recruited a new independent visitor. The visitor has challenged managers. This challenge has resulted in service improvements. For example, the independent visitor identified shortfalls in the recording of interventions. This has now improved, with training disseminated to staff and a revision of the recording format. This has led to more detailed evaluation of incidents and improved learning, leading to a reduction in the use of physical intervention.

The staff team brings a wealth of varied experiences and diverse skills from a range of childcare and youth work backgrounds. Excellent work with professionals from other organisations, such as a creative mentor, exploitation workers and school staff, provides further support for children.

Staff enjoy a range of training opportunities. These include online courses, group training and extensive courses in topics such as attachment and nurturing. Managerial supervision is complemented by peer supervision, giving staff more time to explore topics relevant to the needs of children. Team meetings provide opportunities for sharing good practice, leading to consistent approaches to children.

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 differences 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 whom 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: Lisa Baker

Inspector

Judith Longden, social care inspector

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