

1229534

Registered provider: Halliwell Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It is registered to provide care for up to eight children with social and emotional difficulties.

There were eight children living in the home at the time of the inspection.

The manager registered with Ofsted in April 2023.

Inspection dates: 7 and 8 November 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: 7 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/06/2022	Full	Good
28/03/2022	Interim	Improved effectiveness
13/04/2021	Full	Requires improvement to be good
06/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is extremely comfortable and homely. It has a large garden with lots of play equipment. Each child has their own highly personalised bedroom, which is beautifully decorated to each child's individual tastes. There are photos all over the home that show children having fun with staff.

All children are in full-time education and have excellent attendance at school. Education is highly valued in the home. Every week, the staff organise a 'homework club' where all the children sit around the large kitchen table with hot chocolate and complete their homework together. This encourages them to value education and learn to study independently.

Staff use research-informed practice. All staff receive training in the therapeutic model used by the provider. One staff member has developed a board game to play with the children that incorporates the themes of the therapeutic model. This ensures that staff and children are working towards the same goals and encourages consistency and support.

Children who have complex emotional needs and who have experienced extreme trauma make remarkable progress from their starting points. A social worker said, '[Name of child] has made extraordinary progress since she has been living in the home.'

The staff group is stable, and staff work tremendously well together to provide consistency for the children. Children build trusting relationships with the staff. This supports them to feel cared for and safe.

Staff support, facilitate and supervise family time, in line with children's care plans. A parent said, 'If it wasn't for the staff, I wouldn't get to see [name of child].' One child who has not had contact with their family for several years has been able to re-establish their relationships. Maintaining links with family members is important to children's sense of self and identity.

Children have fun. Staff support them to enjoy themselves. They do lots of different fun activities that suit their interests. Children also go on holiday with the staff. One of the children said, 'I am so happy here; I get on with all the staff and have fun!' The children are happy and are expanding their life experiences and building important childhood memories.

There are separate bathrooms for staff and children, and there are notice boards up in the dining area. These are not necessary and could take away some of the homely environment of the home.

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

The manager has excellent oversight regarding risk in the home. She takes a proactive approach and ensures that all plans used to manage and mitigate risk are regularly reviewed and updated. As a result of this, some children with extremely complex backgrounds are supported effectively in line with their plans and are being helped to stay safe.

Incident records are detailed. They clearly show that staff support children to manage difficult feelings they may have. Staff speak with children and support them to explore new strategies to manage their emotions. As a result of this, children's risks are reduced.

Staff only hold children as a last resort to ensure that children are safe. When this happens, the records are clear. They show how staff have managed the incidents and what strategies have been used to support children. Following incidents, the manager has reflective discussions with both staff and children. The manager evaluates and analyses all incidents. She identifies triggers, patterns and any learning outcomes that can be implemented in staff practice.

Children's behaviour is managed extremely well. The manager has excellent oversight of any sanctions; she reviews all sanctions reflectively and speaks to children about them. Staff use positive reward and praise systems to promote positive behaviour.

Children know how to make a complaint. Complaints from children are managed well and the manager responds to children. Children are supported to share anything they are unhappy about with staff. This helps children feel listened to and that their opinion is very important.

There are door alarms on children's doors to monitor when they go into and out of their bedrooms. These door monitors should not be in use all the time.

The effectiveness of leaders and managers: outstanding

The manager is an inspirational leader. She knows and understands the children extremely well. She has very high expectations for children's progress and achievements, as well as high expectations for staff's practice.

Equality and diversity are promoted well. The children in the home are from diverse backgrounds. Staff meet their cultural needs and support them using 'identity books', which enable children to learn about their cultural background. Children are supported to attend a place of religious worship if that is what they want. Children's religious, identity and cultural needs are met.

There are regular, well-attended team meetings where staff have a good opportunity to discuss the children at length. Staff complete quizzes to test their knowledge and are given scenarios to think through and discuss with each other. The meetings are treated as a learning opportunity. The home has an educational ethos.

Supervision is offered very regularly. Staff have plenty of opportunities to discuss and reflect on their care of the children. Any shortfall in staff practice is brought up in supervision, and staff are given clear guidance on the tasks to be completed.

Staff training and development are prioritised. Most of the staff are qualified to work with children in a residential setting. The rest of the staff are working towards their qualifications. Children are offered well-considered, structured care.

Staff say they feel supported, and one member of staff said, 'I love my job; I will never leave here.' Another member of staff said, 'She is the best manager I have ever had.' There is a stable team of staff who are very enthusiastic about offering excellent care to the children.

The manager communicates very well with partner agencies. She escalates her concerns to ensure that children receive the right services when their needs are not being met.

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

Recommendations

- The registered person should ensure that children are able to experience living in a home that is homely, that notice boards are removed from the living areas and that the manager reviews the need to have separate staff and children's bathrooms. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)
- The registered person should ensure that alarms on children's bedroom doors are only used when necessary to ensure the safety and well-being of the children. ('Guide to the Children's Homes regulations, including the quality standards,' page 19, paragraph 3.36)

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: 1229534

Provision sub-type: Children's home

Registered provider: Halliwell Homes Limited

Registered provider address: Pearce House, 80 Cawdor Street, Eccles M30 0QF

Responsible individual: Paul Bliss

Registered manager: Georgia Mirfin

Inspectors

Cathy Wilkins, Social Care Inspector

Kimmy Feeley, Social Care Inspector

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