

1231404

Registered provider: Courtyard 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 5 children who may have learning disabilities, physical disabilities and/or sensory impairment.

At the time of the inspection, 5 children were living in the home. The inspector spent time with the children during inspection.

The manager registered with Ofsted in July 2019.

Inspection dates: 21 and 22 January 2026

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: 2 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2024	Full	Good
26/09/2023	Full	Good
10/01/2023	Full	Good
11/01/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children's lives are consistently enriched by the high standard of care that they experience. Staff are ambitious for children. As a result, children make significant progress from their starting points. One child's family member said, 'They [staff] are absolutely fabulous. Can't fault them. Great communication. All the staff are fantastic and know [name of child] so well. [Child] has been absolutely spoilt by all the staff.'

Three children have moved out of the home since the last inspection. All of these moves have been as a result of children reaching 18 years old and moving on to adult provisions. Staff ensured that the plans were at a pace that reflected each child's needs, ensuring that they experienced these significant changes positively.

Children receive exceptional care which greatly enhances their lives. Children's immediate care needs are skilfully met. They have lots of opportunities to relax and take part in activities they enjoy. Children lead vibrant lives and have fun.

Staff are aspirational for children in relation to their health outcomes. Children with complex health needs are supported to develop their independence through effective joint working with health practitioners. When appropriate, children who are wheelchair users are helped to use walkers and standing frames. This contributes to improvements in children's physical health and widens their experiences.

Staff empower children to have some control over their day-to-day lives. Children who do not use words to communicate have opportunities to participate in decision-making and express their views through a range of individualised communication tools.

Staff support children to receive an education regardless of their individual needs. A deputy head teacher said, 'We have a fantastic relationship with the manager and deputy manager. Staff know the children inside out and come to school and provide great care.' One child is unable to attend school to their health needs. The child receives a weekly visit from their teacher and peers at the home. This thoughtful approach maintains the child's learning and maintains their friendships, helping them to feel included and valued.

A monthly newsletter written for each child and their family by the child's keyworker provides a lovely reflection on achievements and experiences. Photos capture children's enjoyment of their day-to-day lives.

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

Children receive an exceptional quality of care which keeps them safe and allows them to take well-assessed risks. One independent reviewing officer said, 'They [staff] are absolutely amazing. Doing amazingly since he has lived there. Hospital admissions are

minimal. They went on holiday and visited the zoo. [Child] does amazing things. Can't fault them [staff], they are wonderful.'

Children's records are written with a clear focus on the children's individual needs and provide staff with the information that they need to care for children safely and in line with their health and care plans. For the most part, language used in children's records is sensitive and respectful to children. There are a small number of records which refer to children by their initials rather than their names. This does not reflect the personalised and nurturing care children experience.

Since the last inspection, all serious incidents in the home have been in relation to children's complex health needs. Staff are highly skilled in responding to these and medical intervention is sought at the earliest opportunity when this is required. These incidents are notified to Ofsted, ensuring timely oversight as required by regulation.

There are well-established processes in place to ensure that children are safeguarded and their health needs are met, through appropriate administration and recording of medication. Practice in relation to the administration and recording of medication is monitored by leaders and managers through regular auditing of practice.

Children are cared for by a stable and dedicated staff team who know them extremely well. Children have all the specialist equipment that they require in the home to meet their assessed needs. This ensures that children are comfortable, safe and are supported to engage meaningfully in all aspects of home life.

The effectiveness of leaders and managers: outstanding

The leadership and management of the home is very strong. The highly knowledgeable registered manager, supported by an experienced and skilled deputy manager, have an unrelenting focus on the needs, experience and progress of each child. Children are cared for by a dedicated and consistent staff team who are highly skilled and experienced. Many staff have worked in the home for a number of years.

Leaders and managers have an exemplary understanding of the service. The registered manager has a range of well-established frameworks in place for the monitoring and oversight of staff practice. The quality-of-care report takes into consideration the information gained through these systems to reflect on achievements and identify areas for further development.

Staff new to the home receive a comprehensive induction and training programme, including additional training sessions with the nurse practice educator who is based in the home. New staff do not take on any responsibilities for the care of children until they are confident in doing so and are well-equipped to care for and safeguard children, in line with their individual needs. Managers have good oversight of the training programme and the needs of individual staff.

Children are cared for by a stable and dedicated staff team who know them extremely well. Regular high-quality supervision sessions which are child-focused provide staff with the support and challenge to carry out their roles to a high standard. Annual appraisals support staff development in order to meet the children's needs and the responsibilities of their role.

There is a consistent focus on safeguarding children. Team meetings are regularly held and are used to reflect on the progress and experience of children, and the roles and responsibilities of staff. Records of meetings reflect how much staff care for and value each child. Team meetings are used effectively to share information from research and current issues in relation to children's social care to inform staff and prompt discussion about effective practice.

The registered manager is seen as a strong advocate for children. Family members and professionals value the quality of care experienced by children and the contribution staff make to children's wider care planning. She effectively and constructively challenges when necessary to ensure that children's needs are met to a high standard by all professionals involved in the child's life.

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

Recommendation

The registered person must ensure that children's care records use language which is respectful to children. Care records should refer to children by their names. ('Guide to The Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1231404

Provision sub-type: Children's home

Registered provider: Courtyard Care Limited

Registered provider address: 3 Siskin Drive, Middlemarch Business Park, Coventry
CV3 4FJ

Responsible individual: Peter Hylton

Registered manager: Sarah Lonergan

Inspector

Dawn Parton, Social Care Inspector

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