

1233981

Registered provider: Timeout Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to two children who may experience social and emotional difficulties. Two children were living in the home, and both were spoken with during the inspection.

The manager registered with Ofsted in November 2017; she was unavailable during this inspection.

Inspection dates: 11 and 12 June 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 15 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/08/2023	Full	Good
06/09/2022	Full	Good
29/06/2021	Full	Good
14/08/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children at this home build secure and trusted relationships with staff who know them well and encourage them to succeed. New children settle quickly into the home, and staff make sure children have everything they need to help them develop a sense of belonging. This creates stability and security for children.

Children who currently live in the home are making progress in all areas of their lives. Children receive education, and staff communicate regularly with the children's educational provision. Staff attend meetings and reviews when concerns arise, which helps resolve any issues and encourages the children to reach their potential. Children are supported by staff in the home with reading and homework. Children learn from this support and are developing a sense of self-worth and identity. Staff are ambitious for the children in their care.

Children at the home have access to therapeutic support. This support is tailored to each individual child. A range of professionals and therapists, including a psychologist and a speech and language therapist, are able to respond quickly to the mental and physical health needs of the children. One child is making particularly good progress as they receive regular support with their communication needs. This is overseen by staff, who ensure the support is fun.

Children are at the centre of everything in this home. Their views, wishes and feelings are actively sought and promoted. Children are encouraged to be partners in their care and are encouraged to have input into their care plans and their meetings. Children participate in a wide range of activities, such as baking, trips to the circus and days out at theme parks. Staff are creative and continue to engage children as they grow older to maintain close relationships.

Children enjoy and value the time they spend with staff. They have natural, humorous, and warm conversations. Children discuss issues that are important to them and are essential for their continued progression. Staff offer support and revisit areas of concern during direct discussions, when necessary, to ensure that children learn the skills they need.

Thoughtful planning takes place before children are welcomed into the home. Children are bought a soft toy when they begin the move to the home. The teddy can stay with the child and act as reassurance or to 'look after' their new room when they are not there. This helps children to settle quickly into the home. Staff ensure that important times in the children's lives are captured in their journey books. These are a bright, colourful, and fun record of important days, activities, and the children's achievements. Children who live at this home flourish.

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

Staff have a good understanding of the needs of the children, including how past experiences have affected them and what strategies they need to use to keep the children safe. Up-to-date, regularly reviewed risk assessments reflect known individual vulnerabilities and risks to the children. When new risks are identified, staff act quickly to keep children safe.

The number of times children go missing from this home has been reduced. Children can talk without judgement with staff after they have been missing from home. When children have gone missing from the home, staff take the necessary steps to keep children safe. Staff are proactive in ensuring that the children's care includes input from a wide range of internal and external supportive agencies. Due to the staff's understanding of risk management, children at the home have become increasingly safe.

Children live in a warm, homely family environment. Children's bedrooms are relaxing and personalised. One child described themselves as part of the team. They said that staff were nice and that they felt safe and listened to. Children have natural and relaxed interactions with staff, which shows that they are comfortable in the home.

Recruitment checks and verification processes are completed before new staff begin to work at the home. This provides assurance that staff are suitable to work with children. There is a comprehensive induction and shadowing process for new starters, which is underpinned by observation, discussion, and training. The support given to new staff focuses on how to keep children safe.

When it is necessary to search children's rooms, the records are clear and evidence the steps taken. This includes involvement and discussion with children. Staff also have structured discussions with children about specific subjects, such as internet safety and substance misuse. This increases children's understanding of any safeguarding concerns and how these could affect their future. This helps children to feel valued as well as increase their ability to keep themselves safe.

The physical environment in the home is safe and secure. There are comprehensive audit schedules in place that are consistently completed, and staff are allocated health and safety roles and responsibilities. This programme of safety assurance is overseen by the registered manager, who has an excellent understanding of what is required to maintain the home to a high standard.

The effectiveness of leaders and managers: outstanding

The manager creates and maintains a culture of high aspiration and positivity. The manager has high expectations of the staff to improve the lives of the children they care for. She ensures children receive high-quality care from a skilled and well-informed staff team. Staff describe regular, supportive supervision sessions that focus on the needs of the children, their progress, and their safety. Staff are expected to develop and excel in their roles and are well-supported to do so.

All staff attend monthly staff meetings. Children's lives are the focus of the meetings, alongside safeguarding and other relevant topics. The achievements of the staff are recognised in the monthly 'shout out'. The more experienced staff give research-based presentations on relevant topics, such as safeguarding, to increase staff's awareness and understanding of their role.

Staff speak very positively about the manager and the staff team. They said they work well together and are supportive of each other. Staff know the risks posed to children and what help and support the children need from the staff. The children benefit from consistent support, boundaries, and expectations, which are well understood by everyone.

The manager leads by example and has a comprehensive overview of the skills of the staff team, their journey in the organisation, their areas of strength and their development needs. Staff development and skills are a priority, and staff are encouraged to progress. The manager has also developed additional skills to train staff in crisis intervention and to comprehensively assess the management of fire risks. The workforce development plan is comprehensive, and it ensures the manager maintains an overview of probation, staff skills, areas for development for staff, and their strengths.

The manager also maintains an exceptional overview of the home. There are effective weekly, monthly, and quarterly audits in place. Audits are consistently completed to ensure high quality is maintained. Issues are dealt with immediately; documents are updated; and repairs and decoration are carried out routinely. The annual fire risk assessment and review of the location of the home consider all aspects of risk in the home and local area. These documents assist the manager and staff to keep children safe.

The manager leads by example and is innovative and creative while striving for the highest quality care for children. Resources and research are used to inform direct work with children and enhance the care provided to them. Any incidents or concerns are reviewed closely by the manager, and when necessary, support is sourced from outside agencies. The manager has developed excellent working relationships with a wide range of partner agencies and schools to ensure the best possible outcomes, experiences, and futures for the children. These effective working relationships, supported by excellent communication, ensure that children receive the right support, at the right time. This helps children to progress and succeed.

No requirements or recommendations were made at this inspection.

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: 1233981

Provision sub-type: Children's home

Registered provider: Timeout Children's Homes Limited

Registered provider address: Unit 2, Ripponden Mill, Mill Fold, Ripponden, Sowerby Bridge, West Yorkshire HX6 4DH

Responsible individual: Dominic Macauley

Registered manager: Renee Sims

Inspector

Jo Cansfield, Social Care Inspector

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