

1233981

Registered provider: Time-Out Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated and managed by a private provider. It provides care for up to two children who experience social and emotional difficulties.

At the time of the inspection, there was one child living in this home.

The manager registered with Ofsted in November 2017.

Inspection dates: 15 and 16 August 2023

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: 6 September 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/09/2022	Full	Good
29/06/2021	Full	Good
14/08/2019	Full	Outstanding
17/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The children benefit from living in a home that is warm and welcoming. The manager encourages the staff to adopt a parent-like approach when interacting with the children. This gives the children the opportunity to live in a home that has a family feel.

Children are supported well when they move on from this home. The staff support them to meet their new carers and visit their new home. This helps the children to have a positive ending from the home and the best chance of a successful new start. Children who continue to live in the home are supported when these changes occur. They are encouraged to take part in leaving events and maintain appropriate contact with peers who have moved on from this home.

Children's wishes and feelings are sought and acted on. The children are confident to ask for support and help. One child was observed to make direct requests to the maintenance team when seeking repairs and redecoration of their new bedroom.

Staff understand the importance of creating happy memories and having fun. Children are encouraged to take part in different activities, such as going on holiday abroad and on day trips to theme parks, the seaside and more. Children are supported well to engage in positive activities and increase their independence skills. One parent said, '[Name of child] has been supported to attend college classes over the summer' and 'this is good for [name of child]'.

Children are supported to spend time with people who are important to them. They are encouraged to bring friends to visit the home for tea and overnight stays. This helps the children to feel a greater sense of belonging to the home and in the community where they live.

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

Children's risk assessments are comprehensive and easy to follow. The manager reviews and updates these risk assessments regularly. Staff know and understand the risks for the children. The staff recognise when there is an increase in risk to the children and they work together to keep the children as safe as possible.

Physical interventions have not been used in this home as the staff successfully use de-escalation techniques to help the children when they are in crisis. Staff know the children well. They recognise the children's triggers and know how to help them. One member of staff said, 'We avoid the use of the word "no" as this can often be a trigger for children. We understand the importance of offering children alternatives.'

Missing-from-home episodes have decreased. If children do go missing, the staff actively look for them and inform all the appropriate people. When children return to

the home, they are welcomed back and offered an independent return home interview. The staff work with the children to gain an understanding of their experiences while they were missing and how best to reduce the risk of future missing-from-home episodes.

Children know how to complain. They are confident that their complaint will be dealt with. When children do complain, the manager responds quickly and effectively. The manager keeps the children and all other relevant people informed of what is happening and what actions will be taken. Children are provided with a verbal and written record of the outcome.

The child living in this home at the time of the inspection said that they feel safe. They were observed to be relaxed and comfortable in the presence of the manager and the staff. The child said that they trust the staff in the home and that they can go to them with any worries or concerns.

The effectiveness of leaders and managers: outstanding

The manager absolutely has the children's well-being and progress at the heart of her practice. She knows the children well and they know her. There is evidence of excellent management oversight across all aspects of this home. This results in the manager having an exceptional understanding of what is happening in this home. The manager provides detailed reports that allow Ofsted to evaluate the quality of care provided to the children living in this home effectively.

Leaders and managers are inspirational and influential in creating positive changes for the children. The manager is successful in encouraging the staff to have the same high aspirations. The staff are committed to helping the children to succeed.

The manager is innovative and creative when supporting both the children's progress and the development of the staff. For example, when the staff were struggling to motivate a child, the manager researched an alternative mentoring service to speak with the child and the staff together. This approach helps the children and the staff to live and work within a home that promotes learning and development.

The quality of leadership and management is outstanding. The manager has instilled confidence and skill in the staff team to ensure that the home continues to operate to an exceptionally high standard if the manager is absent. This is a credit to the manager and her leadership of this home.

The staff spoke about the manager in an extremely positive way. The staff said that she is supportive and always willing to help them and the children. One member of staff said, 'She is always contactable and she will always check in with us.' The staff were equally positive about the senior managers within the organisation. The staff feel able to seek advice and support from any member of the leadership and management team.

The children and staff are well supported by the wraparound care of the clinical team. The manager works in a way that is trauma-informed and she supports the staff to do the same. The staff welcome this support and they continue to develop in this area. One professional said, '[Name of manager] understands the importance of seeing beyond the child's behaviours in order to help them to develop.'

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: Time-Out Childrens 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 Birtwhistle, Social Care Inspector

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