

1244460

Registered provider: Holistic Approach Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and run. It is registered to provide care and accommodation for up to five children who may have emotional and/or behavioural difficulties.

A registered manager has been in place since 2016.

Inspection dates: 4 to 5 July 2018

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	good
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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: 12 September 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/09/2017	Interim	Sustained effectiveness
24/04/2017	Full	Good

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

Statutory requirements

This section sets out the actions that the registered person must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience (Regulation 33 (4)(b)). In particular, supervision must be carried out within the company's expected timescales.	31/08/2018

Recommendations

- Staff must support children with home study by encouraging them to learn independent study skills and helping them to practise those skills. ('Guide to the children's home regulations including the quality standards', page 29, paragraph 5.18) In particular, ensure that school-time activities for those not accessing full-time education are linked to educational goals and targets.
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9) In particular, ensure that the staff sleep-in room is redecorated and repaired and young people's bedroom doors are improved to be less institutional in their appearance.
- Homes that care for children who have, or are likely, to sexually offend should establish the extent to which friendships can be supported, in line with the child's relevant plans and subject to the safety of all concerned. ('Guide to the children's homes regulations including the quality standards', page 38, paragraph 8.8)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people experience care that gives them unfailing emotional support, high levels of warmth and a sense of belonging. The quality of relationships that is offered by staff enables young people to make sustained individual progress that significantly effects their life chances and outcomes. One social worker commented: 'The difference is that he feels wanted and feels loved.'

The methods that staff and managers bring to working with young people are informed and enriched by research-based approaches. From previous life experiences of trauma, disappointment and feelings of rejection, young people grow in confidence, emotional resilience and self-worth. The highly complex and challenging needs that some young people present are met with patience and continuous positive regard.

Staff provide very strong and consistent role models that young people actively learn from and trust. Young people flourish as their sense of belonging and security grows, which in turn results in positive and sustained changes in behaviour.

Staff work extremely well with other professionals to continuously improve the high-quality care that is offered. In addition, the insight and depth of knowledge that staff develop of young people are recognised by other professionals. For example, therapeutic services have sought ongoing input and guidance from staff on how to improve the delivery of their services.

Young people's identities are nurtured and enhanced through well-supported contact arrangements. In addition, they are supported to develop as individuals and make positive contributions to society, such as obtaining and sustaining part-time jobs and extended work placements. Young people grow in their potential, feel secure and develop aspirations for their futures because of the excellent care that staff provide.

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

Young people are safer and are protected from harm through living at the home. For some young people, there has been positive and exceptional change in their behaviours that once posed a risk to their welfare and safety. Young people rarely go missing from home and, since the last inspection, there have not been any incidents or risks of child sexual exploitation and no drug or alcohol misuse by young people.

Staff work extremely hard to effectively manage young people's feelings that might result in conflict or discord. Staff quickly establish rapport with young people new to the home and work tirelessly in establishing routines, boundaries and a sense of safety. As a result, incidents that in previous placements led to placement breakdown are now reduced in number, duration and frequency.

Young people learn to identify how they feel and manage negative feelings in more acceptable ways. Staff and managers actively evaluate their practice to ensure that de-escalation techniques are fully individualised and young people continue to learn better ways of expressing their emotions.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. She has been registered to manage the home since 2016. She was not present for this inspection; however, assistance was offered by the deputy manager and quality assurance manager.

The managers lead an enthusiastic and committed staff team. Staff are well supported by managers and they work as a team in the delivery of care. There is a clear sense of shared ownership and collaboration in their aspirations and ambitions for young people.

There is a strong managerial presence within the home and young people and staff alike benefit from this day-to-day oversight. However, staff supervision does not always occur within the company's timescales and expectations. As a result, opportunities are missed by managers to ensure that staff benefit from individual reflective time and goal setting.

Careful consideration is given to any young person joining the home. This ensures that placements do not come to an end in an unplanned way and that young people continue to feel secure. Decisions in this respect are focused solely upon the needs and continuing stability of young people.

Staff work hard to ensure that young people benefit as much as possible from their care plans. When young people are not able to access full-time education, staff provide structured time and activities. However, opportunities to focus some activities on educational goals and targets are missed.

Staff benefit from a wide range of training that enhances their skill base and understanding of young people's needs. However, restrictions and safety measures for some young people have not benefited from focused managerial review. As a result, evaluation of the continuing suitability of some arrangements has been missed.

The home environment overall is reasonably well maintained. However, areas of the home would benefit from repair and decorative improvement.

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: 1244460

Provision sub-type: Children's home

Registered provider: Holistic Approach Limited

Registered provider address: Unit 8, Meadow Court, Amos Road, Sheffield S9 1BX

Responsible individual: Brian Lewis

Registered manager: Margaret Sankey

Inspector

Pauline Yates, social care inspector

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