

1247244

Registered provider: Watermead Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to three children who require medium to long-term care. At the time of the inspection two children were living at this home. The children will have emotional and social difficulties.

There are two registered managers for the home. They are suitably qualified and experienced.

Inspection dates: 12 and 13 May 2022

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

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: 18 May 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2021	Full	Outstanding
22/01/2020	Full	Outstanding
28/08/2018	Full	Good
25/10/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home's statement of purpose reflects the quality of care provided very well. It states that this is a 'very special home for children and young people, where daily living experiences and activities are meaningful and memorable and are designed to meet the needs of individual children in areas that are personal to them'.

Relationships between children and staff are excellent. Staff speak very highly of the children. Children consistently report how much they like living at the home. Additionally, involved professionals comment very positively about the progress children make. One teacher said that one child's 'really positive relationships with staff shine through'. As a result, the children are thriving, happy and enjoy their home.

Children's plans set clear targets and actions for staff to achieve with the children. Staff use these plans to very good effect and are meticulous in ensuring that all areas of the child's life are progressing. Staff have an in-depth understanding of each child and their respective targets. Staff work diligently to help children meet their goals and make the progress required. As a result, children are making excellent progress.

Children's education is a very high priority. Staff work closely to support schools. One teacher said, 'The support [from the home] is fabulous. Communication is excellent.' Another said, 'It has been lovely and refreshing the amount the staff have been involved with education. They have gone above and beyond.' Children make excellent progress in their education toward fulfilling their potential.

Children's views, wishes and feelings are at the centre of life at this home. Children's meetings and one-to-one sessions are held regularly and cover focused issues. They are well planned and cover a wide range of topics, and extra sessions are held following any incidents. The children are comfortable talking to the staff at any time. One child said, 'I like all the staff, especially [staff names], but could talk to any of them about anything I am worried about.' These meetings and one-to-one sessions have led to improvements in children's behaviour and experiences. The children have developed very strong bonds with those caring for them. This has led to the children being comfortable, confident and completely at ease with staff.

There are many activities that provide children with the exercise they need. These include regular swimming, walking and outside activities. Staff promote healthy eating and weekly menus are planned with the children. All regular appointments with opticians, dentists and doctors are kept. Children also access specialist health and support services when needed. As a result, the children are helped to lead healthy lives and staff help children to learn and understand the benefits of a healthy lifestyle.

The staff undertake exceptional work with children and can ably meet children's differing needs. For example, with younger children staff put great emphasis on play and demonstrate exceptional childcare skills. The same staff also meet the needs of older children in placement. For example, detailed work with one child has been ongoing to build independent-living skills. This has included supporting the child with work experience, teaching to cook, budgeting, washing and other household skills. In addition, driving lessons were gifted to the child on their 17th birthday.

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

Children's individual risk assessments are clear and detailed. They address potential and known risks. Risk assessments provide staff with clear direction on how to keep children safe and prevent higher risk behaviours. Staff approaches to risk management have been integrated into the individual work with children to inform and empower children to become safer. For example, one child has acknowledged that they are now able to identify and avoid online risks that they were exposed to before. A social worker said, 'They do a very good job at keeping [child] safe.'

Staff manage more concerning incidents very well. The manager is trained in delivering the organisation's preferred model of behaviour management. Therefore, all staff are trained before working with the children. Managers review all incidents in depth to elicit any learning that might help staff manage behaviour better in the future. Children and staff talk about any incidents in order to help children develop different approaches when they become overwhelmed with strong feelings and emotions. Incidents are discussed in team meetings to enable all staff to reflect, analyse and learn from incidents. This approach has reduced incidents, and the need for physical intervention has become rare.

Children have not gone missing. Staff always know where children are and provide the correct level of supervision and support. For example, one child is always supported by staff given their age and individual needs. Clear assessments, policies and planned responses are in place should children go missing. This ensures the risks associated with children going missing are managed well.

There is a comprehensive training programme and induction for staff. Courses, including safeguarding, online risks and the approach to handling incidents, including physical intervention, are all completed before staff work with children. Therefore, staff are appropriately prepared, from the start of their time at the home, to work effectively with children.

Staff have regular sessions with a psychotherapist who is independent from the provider. This allows them to talk openly about any issues regarding the children or themselves. Staff can reflect in these sessions on how they manage behaviour and the best approaches. As a result, staff are supported and prepared to help and protect children.

Managers and staff use information effectively to inform their practice and better support children. Incident reports and changes to risks and plans are alerted to staff following management oversight. Managers add their comments and staff are alerted to 'required reading' when they access the system. Managers can see when staff have completed their actions and reports can be created. As a result, staff are kept up to date with incidents and actions to help and protect children. This is well organised and provides yet another layer of management oversight to ensure that children are safeguarded.

The effectiveness of leaders and managers: outstanding

Managers work closely with external professionals involved with children. Communication is a key strength in this home. One headteacher said, 'Communication is excellent.' A social worker said, 'They are absolutely brilliant on all levels.' All those working with the child are clear of what is happening in the child's life. This ensures that children are supported to consistently achieve outstanding outcomes.

Management cover has been excellent while one of the managers was away from work. Leaders supported the registration of a second manager, who has years of experience within the home. This was because they understand the value of having a registered manager in place to ensure consistency of leadership for children and staff. The working relationship between the two managers is excellent. One social worker said, 'The way they managed the transition when the registered manager went on leave was amazing.' Therefore, the level of progress in all areas has continued.

Both managers lead the home with passion, drive and a commendable commitment to the children and staff. The staff enjoy excellent relationships with managers. Staff receive very high-quality support from the registered managers and senior management within the company. As a result, staff are happy working at the home and wish to progress. Staff receive very good supervision. Their care practice is reviewed, challenged and focused on the children. Team meetings are held regularly. They are effective and staff feel they can raise any issues and contribute to how the home runs. The staff team is stable, highly motivated and child focused.

The managers speak extremely highly and positively about the children. They are proud of them for the progress they have made. This is reflected in how staff speak of, and to, children. This creates an environment that is fundamentally child focused.

Managers understand the importance of having challenging and insightful quality assurance systems. They use a variety of systems to identify areas requiring improvement and areas that are working well. The managers and leaders are vigilant and constantly seek ways to improve. This has resulted in children receiving exceptionally good, safe care and, as a result, they are thriving.

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: 1247244

Provision sub-type: Children's home

Registered provider: Watermead Care Ltd

Registered provider address: Suite 135, 1 Hanley Street, Nottingham,
Nottingham NG1 5BL

Responsible individual: Anne-Marie O'Reilly

Registered manager: Kerrie-Louise Moore
Michelle Davies

Inspector

Shaun Caplis, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022