

1249115

Registered provider: Care 4 Children Residential Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned and run children's home. It is registered to provide care and accommodation for up to four children who have emotional and/or behavioural problems.

Inspection dates: 27 to 28 June 2017

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: Not applicable

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: None

Key findings from this inspection

This children's home is outstanding because:

- Young people make exceptional progress from their starting points in all areas of their lives.
- Through living at the home, young people's life chances and outcomes are significantly improved.
- The care that young people receive is informed through a strong research-based approach.
- The management team is confident and ambitious for young people. It has high expectations of staff to bring about positive changes in the lives of young people.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people make significant progress through living at the home and, as a result, their future outcomes also improve. They experience highly responsive support from staff that young people feel is reliable, trustworthy and attuned to their needs. One young person commented: 'Staff actually listen and pay attention. They notice if I'm not ok. They can look you in the eyes and know if something is wrong.'

Young people receive continuous positive messages about themselves and feel emotionally supported by all the staff. This assists them to embrace the therapeutic process of talking about their previous life experiences and, in turn, make sense of their histories. Through this understanding, young people learn to positively regulate their emotions.

Feeling emotionally safe and having staff who thoroughly understand them is highly valued by young people. They report feeling nurtured. One young person said about the staff: 'I never used to speak to my carers, but here I can speak to everyone. Staff are amazing here.' Another commented: 'I have never said this before, but being here has changed my life and my future life,' and, 'I can go to bed now. The staff sit with me until I go to sleep.'

Staff offer individualised care and young people are completely involved in the setting of their goals. Through this, young people very quickly develop ownership and commitment to living at the home, describing their experiences as 'being in a family'.

Staff fully understand young people's life events and the impact that these events have on young people's behaviours and their sense of self-worth. This understanding underpins the very responsive and extremely focused care young people receive. The clinical psychologist stated: 'We do not ask "what is wrong with you?", but "what has happened to you?"' This approach enables young people to 'tell their story' without blame and reflect upon previous experiences.

Through the informed and sensitive actions of the staff, young people grow in self-worth, become increasingly emotionally resilient, and engage with the care that is offered. As a result, they enjoy aspects of childhood that previously they rejected and felt unable to do. This includes fun leisure activities, attending school, group mealtimes and all aspects of healthy day-to-day routines. This is established quickly with young people and, as a result, they are physically and psychologically healthier.

Social workers commenting on the change for young people said: 'I have found the place to be brilliant. "X" feels listened to and she feels cared for and this is invaluable. Her improvement has been amazing,' and, 'Before, she couldn't identify her emotions. Now she is engaging with the therapist, which she has never done before.'

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

Young people say that they feel safe and are safe through living at the home. Previous on-going incidents, such as child sexual exploitation, daily drug and alcohol misuse, and prolonged and frequent missing from home incidents, have all ceased for the young people. High levels of staffing, alongside an educative approach of working with young people, ensures that they make positive decisions on a daily basis.

Staff understand well the potential risks that face young people, and assessments of those risks are detailed and thorough. Risk assessments are informed not only by past and current behaviour, but also by the current emotional vulnerability of young people. Young people understand these assessments and how the programme of 'recovery' informs the formulation of assessments. This understanding and insight supports young people to fully accept and not attempt to circumvent any restrictions, such as use of the internet.

The effectiveness of leaders and managers: outstanding

The manager is registered to manage the home and has been since March 2017. She is suitably qualified and experienced and is a highly effective manager. All young people living at the home make immediate and sustained progress.

The manager leads by example and her presence is very much felt in the home. She has an individual relationship with each young person and is very knowledgeable of their progress. She leads an enthusiastic and committed staffing team, and staff are passionate about their work with young people.

Staff are very well supported, both formally and informally, in their care of young people. One member of staff commented about their manager: 'Fantastic, couldn't ask for a better manager. She really does know her stuff.' Staff not only receive support from the manager, but have regular consultations with the clinical psychologist who provides advice, support and direction to their work. This work is research-led and highly structured in its approach.

The management team provide an open and learning culture and this underpins the responsive care that young people enjoy. All staff activities focus on young people's needs and ensure that they receive high levels of care in all aspects of their lives.

There are well-developed and sophisticated managerial systems that monitor the progress and care that young people receive. These are multi-layered and benefit from educational input. This system ensures that staff, managers, psychologists and education all provide reflection and input into how care should be delivered, and which approaches are considered the most appropriate.

The manager anticipates well any weaknesses in the staff knowledge base. For example, as reporting of missing from home incidents has not been required, she has planned for all staff to practise these from examples to ensure that their understanding of procedures and actions remains fresh.

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 difference 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 who 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: 1249115

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Ltd

Registered provider address: Care 4 Children, 1 Stuart Road, Bredbury Park Industrial Estate, Bredbury, Stockport SK6 2SR

Responsible individual: Joyce Masson

Registered manager: Carla Savery

Inspector

Pauline Yates, 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 <http://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://www.gov.uk/government/organisations/ofsted>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2017