

1250196

Registered provider: First 4 Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to two children or young people who may have learning disabilities and emotional and/or behavioural difficulties. The home is operated by a private company.

A new manager was appointed in September 2019. She is in the process of registering with Ofsted.

Inspection dates: 28 to 29 January 2020

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 October 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2018	Full	Good
06/03/2018	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(s) must take to meet the Care Standards Act 2000, the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(a)(5))	01/04/2020

Recommendations

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
- Regulations 35-39 detail the records that must be kept in children's homes. All children's case records (regulation 36) must be kept up to date and stored securely whilst they remain in the home. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

In particular, ensure that care plans capture the journey of the child and that a detailed record is made of any complaint, the action taken and the outcome of any investigation.

Inspection judgements

Overall experiences and progress of children and young people: good

Children and young people are making measurable progress in their development and acquiring new skills and experiences because of the quality of care that they receive from staff in the home.

Staff are experienced in meeting children and young people's complex needs and work effectively together to ensure that children and young people receive a consistent approach, which ensures stability and predictability. Because of this, children and young people are developing self-care skills, an ability to regulate their emotions and, in some instances, improving their communication skills.

Staff support and encourage children and young people to express their wishes and feelings and to make choices about the way that they are supported. Staff creatively use signs, symbols, photographs and objects of reference to help children and young people make meaningful choices and to let staff know their needs. As a result, children and young people are given the maximum opportunity to express their wishes.

Staff value education for children and young people, and actively promote this. Children and young people's attendance at school is excellent. They are collected each morning by their transport and taken to school. This effective and smooth transition is achieved because of the clear routines which are in place. This means that children and young people arrive at school happy and ready for the day ahead.

Children and young people's experiences and opportunities are enhanced as they are encouraged and supported to engage in a number of meaningful and purposeful social activities in and around the local community. This helps them to have fun and build happy, positive childhood memories.

Staff place children and young people's well-being at the centre of their practice. Plans are comprehensive and are consistent with the local authority's care plans. However, not all records fully capture the journey of the child. This is a missed opportunity to fully highlight the significant contribution staff make to the child or young person's history.

The environment is a homely, safe and stimulating place where children and young people can maximise their potential. The premises are well designed and fully equipped to meet the needs of children and young people.

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

Staff understand children and young people's vulnerabilities well and put in place appropriate strategies to keep them safe.

Staff are highly committed and have an intrinsic understanding of each child or young person's specific needs, behaviours and mannerisms. Children and young people's risks

and vulnerabilities are continuously assessed and fully recorded in their risk management plans, and the staff understand and follow these plans. Information contained in these plans is routinely shared during daily handovers, supervisions and team meetings, which ensures that the staff team is fully equipped and supported to promote children and young people's needs safely.

Staff ensure that risks in the home and community are well considered and planned for. High levels of staff supervision mean that children and young people are safeguarded inside and outside the home.

Staff are skilled at recognising the signs and symptoms of harm, and are especially knowledgeable about the vulnerabilities of children and young people who have disabilities. Staff recognise that the smallest changes in a child or young person's behaviour or appearance may indicate that they are anxious or frustrated. This level of understanding and skill has proved effective in reducing children and young people's distress.

There have been three complaints since the last inspection. Parents confirm that any issues raised are thoroughly investigated, and appropriate action taken when necessary. Complaint records do not provide a thorough overview of the action taken and any lessons learned. This hinders the manager's ability to analyse and evaluate where improvements can be made.

The effectiveness of leaders and managers: good

The newly appointed manager has a good understanding of the strengths and areas of development for the home. She has good knowledge of the children and young people and is committed to supporting them to gain positive outcomes in all aspects of their development.

A significant strength of this home is the child-centred approach that the manager and staff demonstrate. The children and young people are the heart of the home, and the manager and staff do their utmost to ensure that the children and young people receive care and support as set out in the home's recently updated statement of purpose.

The home is sufficiently resourced in terms of staffing. Staff have a broad range of experiences and skills to meet the everyday challenges of caring for children and young people.

Staff development is encouraged. Staff complete mandatory training, such as safeguarding and health and safety. Supplementary learning is also available and supports staff to develop their knowledge and enhance their ability to meet the needs of the children and young people in their care.

Staff receive regular supervision and appraisals. Staff say that this level of support provides them with an opportunity to reflect on their practice and helps them to provide children and young people with individualised care. Records in relation to these meetings

are less robust and do not fully reflect the level of discussion and reflection that takes place.

The manager completes a review of the quality of care every six months. The report offers a lot of detail and provides some analysis of the quality of care that children and young people receive. However, the current systems to gather the views of children and young people's relatives, professionals and other stakeholders are ineffective. This does not help the manager to understand the effectiveness of the home's approaches to securing improved outcomes for children and young people.

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: 1250196

Provision sub-type: Children's home

Registered provider: First 4 Care Limited

Registered provider address: 313 Goodison Boulevard, Doncaster, Yorkshire DN4 6TP

Responsible individual: Carolann Dodds

Registered manager: Post vacant

Inspectors

Ceri Evans: social care inspector

Aaron Mccloughlin: social care inspector

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