

1252095

Registered provider: Restorative Social Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private organisation runs this home. It provides care for up to two children with social and emotional difficulties.

The manager registered with Ofsted in April 2022.

Inspection dates: 17 and 18 May 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 February 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

Following the full inspection on 14 and 15 February 2023, this home was judged to be inadequate because of significant shortfalls in the help and protection of children and the leadership and management of the home. Ofsted issued five requirements. Following a monitoring visit on 28 March 2023, it was agreed that enough progress had been made to address the five requirements and that no further enforcement action was needed from Ofsted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2023	Full	Inadequate
22/02/2022	Full	Good
29/05/2019	Full	Good
09/05/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children have developed trusting relationships with the adults who care for them. The staff know the children well and have taken the time to build those bonds. This ensures the children have someone they can talk to and confide in if the need arises.

Children receive help with their education. Generally, school arrangements are working well. Children are achieving their academic goals. Some have had difficulties settling into new schools. There are meetings planned to decide what extra support will help. In the meantime, activities offered ensure children have opportunities to learn and grow.

There is specialist help available when needed. Staff advocate well on behalf of children. This has reduced the waiting time for work to begin with the child and adolescent mental health services. This ensures children have support with their behavioural and emotional needs.

There are a wide range of activities on offer. For example, children go to the local youth club or cadets. This allows children to meet peers of their own age and socialise. These events are particularly important for children who struggle with making friendships, and children learn valuable social skills.

Independence is encouraged. Children have opportunities to go out on their own in the local area. Staff have had oversight of this development. Increasing children's independence prepares them for later teenage life and adulthood.

Work is being done with children to develop a more positive view of themselves. Discussions between staff and children in key-work sessions and informal conversations happen on a regular basis. This builds children's self-worth, confidence and emotional resilience. Staff respond sensitively to children's identities and choices. For example, there are plans to go to a local Pride event, which promotes equality and diversity. However, children's paperwork does not reflect their identity or choices. If a child accesses their records, either now or in the future, it is important that the records are a true reflection of their time living in the home.

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

Children say they feel safe in the home. They also feel that staff are doing all they can to keep them safe. There is a good response from staff to help reduce the risk of harm, such as limiting children's access to glass mirrors and razors if they display self-harming behaviours. This reduces risks and helps to protect the children from harm.

Staff are aware of their safeguarding responsibilities. There are individual risk assessments for the children, and these are updated following significant events. Colour coding helps staff to easily identify which areas of risk are high, medium and low. This ensures that staff have the most up to date advice and guidance on how to keep children safe.

Missing episodes have not been a regular issue since the last inspection. There is a protocol in place with clear steps for staff to take. Staff follow protocols if a child does go missing, which include looking for the child in the locality. This helps to ensure children are returned quickly to the home.

Staff use de-escalation techniques to manage children's behaviour. This approach is successful most of the time. There have been a few incidents where physical intervention has been necessary. Records show that physical interventions are only used as a last resort.

Work done with children helps them learn about making better decisions. For example, online safety has been an important topic. This educates children about the dangers of sharing personal information. Steps taken by staff to safeguard children have been necessary and proportionate, and they have ensured children are safer when using any electronic devices.

The effectiveness of leaders and managers: good

The registered manager has reflected on the outcome of the last inspection. Actions taken since then have addressed the issues raised at the inspection. For example, a staff consultation helped the team agree some practice expectations. Extra training has included sessions such as 'how to get things right for our children'. The situation has moved forward for the children and the team in a positive way. The registered manager has had close oversight of the home for the last few months. He intends to take a step back, allowing the staff team to grow in confidence.

There is a permanent team in place. This gives continuity and stability for the children. The team is child-focused. This comes across in the discussions with staff, in handovers and team meetings. Staff continue to be knowledgeable about children's needs and how best to care for them. Personalised support ensures children have the best care possible.

Feedback from families is positive. They feel children are well looked after and are being kept safer. Communication between staff and families is good, and there is cooperation. This means families know what children are up to in between seeing them. Children can also see staff and their families working together.

There are improvements in recording. Records reflect the children's lives in more detail. There is a good sense of what is happening on a day-to-day basis. This ensures that the care and support children receive are clear.

The views of children are important to leaders and managers. There are house meetings where children can share their thoughts. Children also have had an opportunity to say what they think about the home and their care, and this has informed the recent quality of care review. This helps children feel that they are part of the home and that they are important.

There are also good working relationships with professionals involved in the children's lives. However, the registered manager has not always offered appropriate challenge to all professionals when needed, such as when there were some issues with a child's school. Appropriate challenge improves children's opportunities to develop.

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

Recommendations

- The registered person should challenge relevant people and services to ensure children's needs are met while they live in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.8)
- The registered person should ensure that staff record important individual information about the children. The information should be written in a helpful way and reflect their life history. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4 and 14.5)

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: 1252095

Provision sub-type: Children's home

Registered provider: Restorative Social Care Services Limited

Registered provider address: 8 Victoria street, Greetland, Halifax, West Yorkshire
HX4 8DF

Responsible individual: Christopher Kershaw

Registered manager: Stephen Tuck

Inspector

Miriam Dolman, Social Care Inspector

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