

1257740

Registered provider: Orchard Children Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home was registered in July 2017 to care for four children with emotional and behavioural difficulties.

The manager was registered with Ofsted in February 2023.

Inspection dates: 29 and 30 November 2023

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	outstanding
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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: 31 January 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/01/2023	Full	Good
02/03/2022	Full	Good
29/10/2019	Full	Good
22/08/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the previous inspection, one child has moved out of the home and two children have moved in. At the time of the inspection, four children were living at this home.

The registered manager and staff's excellent care of children is informed by a strong knowledge of research-based practice. This includes the home's therapeutic model, which is at the heart of the staff's child-focused approach. The registered manager continually reviews the progress that children make. The children's care plans are dynamic, personalised and extremely effective. As a result, children make outstanding progress and thrive.

Children grow significantly in self-confidence and self-esteem. They are actively involved in every aspect of their care. One social worker said they were 'astonished at how far [name of child] has come and [name of child] is thriving'. Another social worker said they were 'impressed by the amount of time, patience and willingness the staff take to learn about [name of child]'. And another professional said, 'Everything is centred around the child, and I could not ask for any more.'

Two children have been living at the home for a long time. The children said they feel well cared for. The dedicated registered manager and staff team are extremely warm and nurturing, which enables children to feel able to express themselves without judgement and fear. This has helped children to have a better understanding of their own identity.

Children settle into the home very quickly and build positive relationships with staff. This is because staff are adept at responding to children's needs. The registered manager and staff work very closely with a therapist and have regular therapy consultation meetings. This helps staff understand how they can tailor the help they give to the children, based on an in-depth knowledge of each child. There are strong and comprehensive support plans in place for children moving into the home and children receive attentive support from staff.

Children feel valued, trust staff and enjoy spending time with them. Children benefit hugely from the affection and warmth from staff. For example, the inspector observed one child seeking out a hug from staff. One parent said, 'My child has an amazing bond with the staff.' These positive relationships ensure that children feel safe and secure and provide the foundation for the children to flourish.

Thoughtful staff help children to create positive memories. Children spoke fondly about the staff and talked about the wide range of activities they enjoy. One child has enjoyed a holiday abroad, their first experience of being on a plane and going to a different country. This was to celebrate the end of their secondary education. In

addition, children's individual talents and hobbies are supported and celebrated by staff.

Children have made excellent progress and have developed their independence skills. Staff have successfully supported children to develop life skills. Children now go to college independently, cook meals and manage their finances without staff support. One child is working towards getting a job. This effective support prepares children well for adulthood.

Children make exceptional progress in line with their education plans and have excellent attendance at school. One child has successfully gained national qualifications and is progressing on to another course. Managers and staff have close relationships with children's education professionals. These relationships have encouraged children to have a positive attitude to learning, which has helped them to work towards and exceed their educational targets.

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

Children have exceptional relationships with staff, who are professional, dedicated and consistent. The registered manager and staff have embedded a therapeutic-informed approach to children's daily routines. As a result, children know what is expected of them and feel safe and secure.

Staff use a solution-focused approach and look beyond the child's presenting behaviour to understand why a child may be distressed. Staff actively support children who are distressed. This has helped staff to identify the early signs of changes in children's behaviour and provide support and reassurance very quickly.

Staff have an in-depth knowledge of the potential triggers to children's risk-taking behaviours. This means that staff act proactively and swiftly to respond to emerging situations. As a result, there have been no missing-from-care incidents since the last inspection, and physical interventions have been rare.

Staff are extremely successful at using distraction and de-escalation techniques when children are feeling distressed and worried. Staff are skilled at supporting children to better understand the reasons for their behaviours and help children to self-regulate and develop alternative strategies. As a result, safeguarding incidents are rare and there are few significant incidents.

Children feel safe with staff and able to talk about events from their early childhood experiences when they were harmed. This includes sharing information that was not previously known by professionals. The registered manager and staff respond to this in a sensitive and caring way with the child and share this information with all external professionals promptly. This helps professionals to take immediate action to put in place support that is in the best interests of the child.

The effectiveness of leaders and managers: outstanding

The high-quality care provided to children is driven by the registered manager and responsible individual, who are aspirational and effective. The registered manager is supported by an equally committed staff team. The staff share the registered manager's vision and passion for improving the lives of the children. Managers are child-focused in their approach and have been successful in embedding the therapeutic model of care, which is the cornerstone of the outstanding care provided to children.

The dedicated and hard-working staff are provided with excellent support and guidance from the registered manager. In addition to regular supervision sessions, staff have access to clinical supervision sessions, monthly workshops, consultation with specialist mental health services and daily reflective staff debriefs. This enhances staff's knowledge and skills and strengthens their resilience. As a result, there is a happy and relaxed culture in the home, that children enjoy.

The registered manager is meticulous in her oversight of the home. All plans for children are updated by staff and are of high quality. The registered manager and staff are extremely reflective practitioners who are focused on making improvements. Consequently, they are acting on ambitious and creative plans to improve the outcomes for children.

Children benefit from meaningful discussions with staff that are embedded in their day-to-day care. Learning from these discussions is shared with the therapist, who provides guidance to staff in helping children overcome emotional barriers they may be facing. This has empowered children to manage their own behaviour. As a result, children have made significant progress in expressing themselves in a healthy and safe way.

Partnership working with external agencies is excellent. All external professionals commended the registered manager and staff on their very good communication and the excellent quality of care provided to children. A common thread in the feedback from external professionals is that children are thriving and happy and have made progress since living at this home.

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: 1257740

Provision sub-type: Children's home

Registered provider: Orchard Children Homes Limited

Registered provider address: Orchard Children Homes Ltd, 2nd Floor, 118 Calais Road, Burton-on-Trent DE13 0UW

Responsible individual: Keren Iqbal

Registered manager: Rae Harrison

Inspector

Sam Dulay-Kainth, Social Care Inspector

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