

1263776

Registered provider: Clover Childcare Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private organisation runs this home. The home provides therapeutic care for up to two children with emotional and behavioural difficulties and complex health and social care needs. The children may have a history of insecure attachments and experienced breakdown of numerous placements in foster care or children's homes.

Inspection dates: 19 to 20 April 2021

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: 17 December 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/12/2019	Full	Outstanding
08/01/2019	Full	Good
07/02/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive therapeutic care from a team staff that is sensitive to the children's individual needs. A high level of nurturing means that the children make very good progress from their individual starting points. Children living at this home exceed the expected levels of progress because of the support that the staff provide.

The children know that they are valued. Staff are highly attuned to the needs of the children. Building and maintaining strong relationships with the children are a priority for all the staff. These relationships help the children to develop self-esteem and to trust those who are caring for them.

Family members are welcomed into the home. Visits to children's families are carefully planned. Reflection on the impact of these visits is shared with the team and with a wider range of professionals to inform future arrangements. Children are supported to keep in touch with their families even when they live a long way from home. Parents are updated about their children's progress and involved in their children's lives. Strong relationships between professionals, parents and children improve the quality of care planning for children.

The staff meet the children's health needs well. Staff support children to attend routine medical appointments and support children to develop good personal care skills.

Children enjoy home-cooked food and develop healthy eating habits. Children create individual recipe books, including meals that they enjoy. Bake-off activity days give children the opportunity to showcase their cookery skills. The children's health outcomes have improved since coming to live at the home.

A wide range of activities at home and in the community means that the children thrive in a highly stimulating environment. Children's interests and talents are nurtured. They build friendships in the local community and spending time outdoors is prioritised. This helps children to develop a strong sense of belonging.

Children make very good progress with their education. The staff apply advice from teachers on how to support children's reading and help with their homework. Children's achievements are celebrated. Supporting children's learning helps them to reach their full potential.

Children's emotional well-being improves due to the high quality of care provided by the staff. Therapists work closely with the children and the staff. Children are supported to work through their past trauma. Individual therapy is provided alongside the therapeutic parenting model implemented by all staff.

Children's views are listened to and inform decision-making. Discussions in children's meetings are recorded in newsletters. Therapeutic conversations during key-work sessions help children to work through their feelings.

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

Children can identify a trusted adult to talk to about their worries. Staff offer a variety of ways for children to communicate. The staff use 'Can I have a chat' books to enable children to share their worries.

Children have detailed risk assessments that are updated after incidents. Staff understand how to manage risks. The children do not go missing from the home. Staff know how to respond if a child is not where they should be. There is no evidence of bullying at this home. Staff and children discuss issues of racism and other forms of discrimination. Children develop the skills to keep themselves safe and are protected from risks in the community.

Children benefit from clear and consistent boundaries. They have detailed behaviour management plans. Staff are guided by clear scripts on how to respond when children experience difficulty in managing their behaviour. Restraint is used as a last resort. Staff are trained in how and when to intervene in challenging situations.

On one occasion, the home did not alert the local authority designated officer of an allegation of abuse by a child against a member of staff. This is not in line with the home's child protection policy. The child's social worker was informed. However, failure to follow correct processes following an allegation meant that there was no opportunity for an external investigation into this incident.

The effectiveness of leaders and managers: good

Ofsted was not notified of an incident in which a child said that they had been hurt by a member of staff during a restraint. This shortfall was not identified by managers and only came to light during the inspection.

The independent visitor did not make recommendations to the home to follow up comments made by a child who showed a member of staff a bruise. There was a

lack of professional curiosity as to what had occurred. This did not allow for sufficient scrutiny of the incident.

Managers have ambitious vision for, and high expectations of, what children can achieve. Managers successfully create a positive working environment for staff and a home in which the children thrive.

Children's progress is very well understood by managers. Regular reviews of practice inform managers of what steps to take to ensure that children's changing needs are consistently met.

Staff are supported and valued. Staff enjoy working at the home. They feel 'held' by the management team. This sense of security helps the staff to manage the challenges of caring for children with complex behaviours.

New staff receive good-quality induction. Staff benefit from regular reflective supervision. Managers are flexible in their approach to supporting new staff to settle into their roles. Only the best quality staff come to work at the home and staff turnover is low.

Leaders and managers continue to strive to develop the home. They are working towards becoming an accredited provider in their chosen therapeutic approach.

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, 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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vii)) This specifically relates to the registered manager ensuring that the home's child protection policy is followed.	22 May 2021
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c)) In particular, notify Ofsted each time a child makes an allegation against a member of staff working at the home.	22 May 2021
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1) (5)) In particular, ensure that external monitoring provides for thorough scrutiny of practice and suggested actions to drive improvement.	22 May 2021

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: 1263776

Provision sub-type: Children's home

Registered provider: Clover Childcare Services Limited

Registered provider address: The Old Rectory, Old Rectory Road, Brumstead, Norwich NR12 9EU

Responsible individual: Daniel Knight

Registered manager: Gemma Bovington

Inspector

Angela Weston, Social Care Inspector

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