

1264016

Registered provider: Care 2 Share Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides short-term/emergency placements for up to six young people who are in crisis and may present with a range of complex needs and behaviours. The registered provider supports placing authorities in assessing future placement or transitional needs of young people. The maximum period of placement is 42 days. The home has had 51 admissions since the last inspection.

The home is privately owned and is one of three children's homes run by the same company. The company also provides a range of other services for children and adults, such as residential family centres, supported living provision, outreach support, family support in the community and community-based parenting assessments.

The registered manager has been registered since the home's registration on 7 September 2017.

Inspection dates: 24 to 25 February 2020

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: 29 November 2018

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/11/2018	Full	Outstanding
20/03/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home has an exceptionally positive impact on young people's lives. For many young people, the experience of living in this home has been transformative. This is particularly true for the young people who have disengaged from gangs and are now starting to engage with education and other services.

Staff have an extraordinary capacity for rapidly establishing positive relationships with young people. This includes young people who are mistrustful of others and have refused to engage with any professionals before coming to this home. The non-judgemental attitudes and empathy of staff underpin the excellent relationships. Each young person spoken to said that the staff are the best thing about the home.

An exceptionally effective key-working system is the lynchpin for young people's extraordinary progress. Staff create bespoke one-to-one sessions on various relevant topics to secure young people's engagement. Young people receive the information, advice and tools that they need to address any personal issues.

Excellent practices relating to equality and diversity are fully embedded. Young people have detailed and specific diversity plans for supporting each aspect of their identity. By helping young people to feel valued for who they are, irrespective of their personal histories, staff enable young people to believe more in themselves. The improved self-belief and the respect for differing points of view unlock the young person's potential for personal growth.

Staff appropriately challenge placing authorities to ensure that young people receive education despite the temporary nature of the placements. Staff support young people effectively to re-engage in education. Young people also learn through online research, visits to museums and the home's own comprehensive programme for developing practical knowledge and life skills.

Young people receive excellent health support. The workshops on sexual health and on substance misuse help young people to develop better awareness of the risks to their health. As their lifestyles improve, they begin to enjoy better emotional and physical health. The young people who have a history of self-harming behaviours have not self-harmed while living at this home.

Each young person spoken to said that the home could not have been better and rated it '10 out of 10'. One young person said: 'I am absolutely loving it here because people are amazing. It is helping me improve myself and there is no place I'd rather be.'

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

The home's nurturing environment, underpinned by clear rules, enables young people to feel safe and secure. Staff help young people to understand their

vulnerabilities and the behaviours that put their safety at risk. One young person said that this was the first time that he could talk with someone about his worries.

Young people's safety dramatically improves over the time that they spend in this home. Examples include the young people who significantly reduced the number of times they went missing and, in many cases, completely stopped going missing and being with people who used to influence them negatively. One young person who stopped going missing said: 'I went missing, but returned because I felt loved by everyone. Also, I feel better ever since I came back.'

Staff are effective at redirecting young people from the behaviours that increase the risks to their safety, to doing more constructive activities. Young people discover their interests and talents, such as in sports, music and technology. None of the young people reoffended while living in this home. They stopped engaging in anti-social behaviours, carrying weapons and being violent.

Staff are strong advocates for young people who are suspected victims of criminal exploitation. Staff accompany young people to the court hearings and support them with their applications to be recognised, understood and supported as victims of modern slavery. One young person's solicitor said: 'You provided a phenomenal report, the likes of which I have not seen in the 20 years I have spent as a defence lawyer... You have really worked wonders for this boy and transformed his life.'

The risk management practices in the home are proactive, collaborative and robust. Insightful risk assessments and comprehensive risk management plans underpin young people's increased resilience and safety. The voice of a young person is clearly represented in their safety plans. This makes it easier for them to keep to their safety plans and to remain safe.

Staff work closely with statutory safeguarding partners to promote young people's safety. Young people engage well with government initiatives to create safer communities, such as Safer London. They learn how to protect themselves from gangs, drugs, county lines and weapons through specialist workshops, gang-exit mentors, key-working sessions, youth-offending support and online training that has been specially designed for young people.

The effectiveness of leaders and managers: outstanding

Leaders and managers have set a highly ambitious vision for this short-term, emergency home. They want not only to provide a safe and calm place for young people who are in crisis, but also to open a window of opportunities for them in order to change their lives for the better.

Leaders and managers fulfil the home's ambitious statement of purpose. The home provides young people with meaningful experiences, effective safeguarding strategies and a blueprint for a successful future. Staff enable young people to move positively to other places, reunite with their own families or live more independently, depending on their needs.

The home has highly developed systems, policies and procedures. Many of the home's templates are of such high quality that they are worthy of a wider

dissemination. Examples include the exceptionally detailed risk assessments, diversity plans and the key-working programme.

Leaders and managers have created a culture of continued improvement. They closely monitor the outcomes for young people and look for any areas of practice that could be made more effective at supporting young people's progress.

Leaders and managers continually seek views from young people, families and professionals about the home, giving them the opportunities to contribute to its development. The feedback received by the home and by Ofsted is always exceptionally positive.

Leaders and managers are exemplary in their work with young people and the leadership and support that they give to staff. Leaders and managers have recruited highly capable staff with a genuine desire to do the best for young people in their care. One young person commented that the staff did their job 'perfectly'.

Leaders and managers develop their staff and help them to progress in their careers in residential children's care. They make sure that staff keep abreast of current theory and research. Examples include reflective team discussions on the impact of neglect on the individual young people, and the application of the findings on staff practices in the home.

Staff are aware of recent research that highlighted the importance of preserving young people's voices and positive memories while they are in care. The young people's files are meticulously maintained. The information is accurate and sensitively written. The young people's beautiful photographic albums show them enjoying life.

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: 1264016

Provision sub-type: Children's home

Registered provider: Care 2 Share Ltd

Registered provider address: 46 The Ridgeway, North Harrow, Harrow,
Middlesex HA2 7QN

Responsible individual: Mehnaaz Chaudhary

Registered manager: Andrea Adolph

Inspector

Seka Graovac, 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://reports.ofsted.gov.uk/>.

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 2020