

1265092

Registered provider: 4 Pure Heart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to six children who experience social and emotional difficulties.

The manager registered with Ofsted in July 2022.

Inspection dates: 11 and 12 October 2022

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: 10 August 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/08/2021	Full	Good
05/08/2019	Full	Good
21/01/2019	Full	Requires improvement to be good
17/10/2018	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Two children live in the home. Since the last inspection, three children have moved into the home and four children have moved out.

The staff build good relationships with the children. Children say that they feel listened to. One social worker said that the child likes living at the home and told her that it 'feels like home'.

The children are engaging in education. Staff support the children to access learning and alternative education provision. There is good communication between the staff and education providers. This helps the children to experience a positive transition to new schools.

Staff support the children to learn informally and have new experiences individually and together. Children enjoy trampolining, bowling, going to the beach and gardening. This is supporting the children to learn new skills and develop their self-esteem and confidence.

Children attend key-work sessions on important issues with staff. These are focused and specific to the children's needs. Staff support children to engage in educational courses on topics such as road safety, bullying and internet safety, which helps them to understand potential risks in the home and around the community.

Positive behaviour is promoted. Children are praised for this and receive incentives for doing well. Consequences are proportionate and fair.

The staff help the children to see their family and friends. The staff maintain regular communication with parents and have invited them to the home. A social worker said that the staff have promoted the child spending quality time with their sibling.

Most children have moved into the home in a planned way. This has helped them to settle on their arrival. When children have left the home, staff have remained in contact with some of them. However, staff need to ensure that when all children leave the home, they do so in a planned way and in collaboration with their placing authority. This will support the child to have a positive ending to their time at the home.

The children's records provide a detailed picture of their experiences and progress. However, some of the language used in their records is judgemental and colloquial. Staff need to ensure that they write in a clear and non-stigmatising way which is easy for children to understand.

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

Children currently living in the home say that they feel safe. They can talk to staff about any worries they have. They understand that the boundaries put in place for them are there to protect them.

Assessments of risk are in place and updated regularly. There are strategies in place to protect children from harm. Staff follow the missing-from-home protocol. However, clarification is required in the children's plans so that it is clear what actions staff should take to safeguard a child throughout the night.

Serious incidents are managed promptly and effectively, particularly when a child's safety is compromised. Debriefs take place and additional training is provided to the staff. Key-work sessions demonstrate that follow-up work is carried out with children to ensure that they are supported by staff and their views are considered.

Staff work with other agencies to keep children safe after significant incidents. The community police support officers know the children and visit the home regularly. New staff would benefit from a better understanding of the role and responsibilities of different safeguarding professionals.

Allegations and investigations have been managed well. The records detail the actions taken and the outcome. However, a clearer account of the allegation, investigation and outcomes is necessary when notifying Ofsted.

Searches of bedrooms are carried out sensitively by staff. All searches are recorded appropriately and children's views about the search are evident on the records. The reasons for the searches are clear and there is management oversight.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced manager.

The home is adequately staffed for the children currently living in the home. New staff have been recruited since the last inspection and the safer recruitment policy is followed.

Managers and staff use training to develop the necessary skills and knowledge to understand and meet the children's needs. For example, all staff have attended training to better understand risks associated with knife crime and self-harm. New staff coming into the home have received an appropriate induction.

Staff meetings take place on a regular basis. The manager uses these meetings as an opportunity to provide refresher training on specific issues. Staff have regular supervision where they reflect individually on their practice and the needs of the children in the home.

Effective monitoring and review systems are in place. The manager understands what is working well and the areas for improvement. This means that the manager and staff can identify and act on shortfalls to improve the quality of care that the children receive.

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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(vi)(vii)) In particular, ensure that the risk management plans for children who are missing from home include the action that staff need to take at all times of the day to safeguard the child. Staff must be familiar with the roles and responsibilities of all professionals when a child is at risk of harm.	23 November 2022

Recommendations

- The registered person should make sure that the home's records of any allegations made include a clear description of the action taken and the outcome of any resulting investigation. ('Guide to the Children's Homes Regulations, including quality standards', page 63, paragraph 14.14)
- The registered person should ensure that the staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including quality standards', page 62, paragraph 14.4)

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: 1265092

Provision sub-type: Children's home

Registered provider: 4 Pure Heart Limited

Registered provider address: Atlantic Business Centre, Atlantic Street,
Broadheath, Altrincham, Cheshire WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Gareth Lancaster Stowell

Inspectors

Judith Birchall, Social Care Inspector

Dawn Walker, Social Care Inspector

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