

1265092

Registered provider: 4 Pure Heart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It can provide care for up to six children with emotional and social difficulties.

There were five children living in the home at the time of the inspection. The children spoke to the inspector about their experiences of living in the home.

The manager has been registered with Ofsted since 5 July 2022 and holds the relevant level 5 qualification.

Inspection dates: 19 and 20 March 2024

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: 11 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2022	Full	Good
10/08/2021	Full	Good
05/08/2019	Full	Good
21/01/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children like living in the home and are helped to make good progress in all areas of their lives. Children are supported to develop positive relationships with staff who care about them. One child has left the home since the last inspection; they were helped to move on from the home in a planned way.

Children are helped to make great memories of their time living in the home both individually, and with each other. The staff support children to engage in a range of activities both inside and outside of the home. One child went to Paris for their first trip abroad. These experiences are recorded in photos and videos, as well as written records. This helps the children to recognise their own progress and build their self-esteem.

All children living in the home have made progress in education. One child was not in any form of education when they arrived at the home. They are now attending school and working towards full-time hours. External professionals are positive about the high levels of support the staff give to children to help them re-engage with their education. This helps children to develop important educational and social skills and enables them to achieve their academic potential.

Staff ensure that children's wishes and feelings are heard. They advocate for children when the planning of their care is being discussed. The manager actively promotes the discussion of children's rights among staff. This ensures that children are involved in making important decisions about their care.

The home is spacious and provides children with areas to relax in and to socialise with other children and staff. Children's bedrooms are personalised, and each child has their own en-suite bathroom. However, the kitchen and office areas are in need of redecoration and a damaged fridge, walls, worktops and office carpet and furniture are in need of repair. This does not provide children with a consistent homely environment.

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

Staff ensure that children are safe. When children go missing, staff follow the home's procedures, and the relevant external professionals are informed. Staff hold conversations with the children to help them understand the risks in the wider community. However, staff do not always hold these conversations using language that is helpful for children.

Children's risk plans are reviewed and updated regularly. This ensures that staff have appropriate guidance to follow to keep children safe.

Staff receive training that is relevant to the needs of each child. The manager regularly provides staff with information to address emerging risks. This ensures that staff have the knowledge and skills to keep children safe.

Children are supported to feel emotionally safe. The manager has introduced a mentor dog to the home. The dog supports children in several ways, including helping them to feel calm when they have overwhelming feelings. The children also have fun teaching her new tricks. This enables children to learn to self-soothe, as well as improving their communication skills.

Appropriate action is taken in response to complaints and allegations of harm. Relevant safeguarding professionals are notified and there is oversight from the manager. However, on one occasion, opportunities to fully explore concerns around staff practice and to identify any learning were missed. This limits management oversight and reduces opportunities to develop practice in the home.

The effectiveness of leaders and managers: good

The registered manager is currently supported by three deputy managers. He has good relationships with all the children, and they look to him as a role model. The manager is ambitious for children and their progression is his priority.

The home is currently overstaffed due to the provider preparing to open another home. There is an induction and probationary period for new members of staff that the registered manager is overseeing. This ensures that children are safeguarded and supported effectively by newer staff.

Staff receive regular supervision sessions from the managers that support the development of their practice. However, records do not always demonstrate how managers provide effective challenge to staff when there are any practice concerns. Regular team meetings are held and provide staff with the opportunity to reflect on practice and share the progress of the children.

Managers work effectively with outside professionals. They take a collaborative approach as well as challenging other professionals effectively to ensure that children's needs are being met.

The registered manager has oversight of all documents related to the children living in the home. He uses the home's workforce development plan as a working document. This enables him to identify any emerging trends and opportunity for staff development.

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, The 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received. (Regulation 13 (1)(a)(b) (2)(g)(ii)) Specifically, the registered manager must ensure that there is effective oversight of any concerns raised relating to staff practice and that any learning is identified.	16 May 2024
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and	16 May 2024

enable each child to participate in the daily life of the home.
(Regulation 6 (1)(a)(b) (2)(c)(i)(ii))

The registered person must ensure that issues of maintenance in the home are addressed. Specifically, that the kitchen walls are repaired and repainted, and damaged worktops, fridge, office carpet and furniture are repaired or replaced.

Recommendation

- The registered person should ensure that managers and staff consistently use language that is positive and trauma-informed with children, and that staff acknowledge the child's lived experience of care. ('Guide to the Children's Homes Regulations, including the quality standards', page 21, paragraph 4.3)

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, Altringham, Cheshire WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Gareth Lancaster Stowell

Inspector

Sarah Gilbert, Social Care Inspector

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