

1267537

Assurance visit

Information about this children's home

This home is operated by a private company. The home provides care for up to three children and young people with social and emotional difficulties.

Visit dates: 3 to 4 November 2020

Previous inspection date: 11 November 2019

Previous inspection judgement: Good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Children benefit from consistent boundaries and a staff team that clearly understands their needs. They are well cared for. Staff have warm and nurturing relationships with children. This helps children to feel safe and secure. Children are happy.

Staff have been creative during the period of COVID-19 restrictions, keeping children occupied and engaged in constructive activities. For example, children baked cakes to raise money for the NHS. As restrictions eased, children have benefitted from a wide range of activities in the local and wider community. Activities that they have enjoyed include trips to theme parks and the seaside, playing football with staff and their respective local clubs, playing on their computer games and going out for bicycle rides. The children also took pride in winning an inter-home Halloween competition.

Staff have helped children to understand the COVID-19 pandemic and how to keep safe and healthy. Children talk freely and openly with staff about health issues, including sexual health.

Children have been attending school or college throughout the pandemic period. One child has exceeded expectations by earning good grades in her GCSEs and now attends college. Another has started to ride his bike to and from school and has joined a football club. All children are making significant educational progress from their starting points.

Children have been fully supported to maintain contact with people who are important to them while adhering to the restrictions related to COVID-19. Staff have helped the children to maintain essential family relationships. For example, they supported one child to bake a beautiful cake for her mum's birthday.

The safety of children

Children have been kept safe during the pandemic. They have not gone missing and there have been no major incidents.

Staff know the children well and know when they are becoming upset or angry. They rely on child-centred strategies to help children to regulate their own behaviour. Consequently, children have not received any sanctions and have not been restrained. Children's risky behaviours are managed well using a multi-agency, child-focussed approach.

Safeguarding procedures have not always been adhered to fully by staff because whistle-blowing procedures have not been instigated in a timely manner. However, once concerns were reported, the manager acted quickly and robustly, involving appropriate agencies, to respond to the concerns and maintain the safety of children. Staff have now received additional training in whistle-blowing procedures and keeping children safe.

Leaders and managers

The home has not had a registered manager since 13 May 2020. A new manager was appointed but has since left. Another manager, who is already the registered manager of another home within the company, has now assumed responsibility for the day-to-day operation of this home as well as his own.

The new manager provides strong and supportive leadership. He is ably supported by a deputy manager and a strong team of senior staff. He has a clear vision for the home and has spent time getting to know the children and staff.

Children's care plans are child-focussed, and children have clearly had their say in their care arrangements. Care plans take account of the COVID-19 outbreak and the recent easing of restrictions. Staff understand these plans and implement them appropriately.

The independent visitor continues to monitor the progress and well-being of the children. To ensure children's safety, visits were carried out virtually during the period of COVID-19 restrictions but the visitor has now resumed on-site visits. Children have shared their views with the independent visitor and any recommendations made by the visitor have been fully addressed.

Staff know the importance of forming positive relationships with children. They do this well. A core team of regular staff provides consistent care for children. During the pandemic, three staff left, including the manager. New staff have filled the vacancies quickly and agency staff have not been used.

External professionals are very happy with the care the children receive at this home. They say that staff work closely with them and communicate effectively.

The requirements made at the last inspection have been met. No requirements or recommendations are made following this visit.

Children's home details

Unique reference number: 1267537

Registered provider: Resolute Care

Registered provider address: 6th Floor, City Gate East, Toll House Hill,
Nottingham NG1 5FS

Responsible individual: Paul Bancroft

Registered manager: Post Vacant

Inspector

Joanne Vyas, Social Care Inspector

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