

1267537

Registered provider: Resolute Care LTD

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children who experience emotional and/or behavioural difficulties.

There is a suitably qualified and experienced registered manager in place.

Inspection dates: 4 and 5 January 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 25 November 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/11/2021	Full	Outstanding
11/11/2019	Full	Good
30/01/2019	Interim	Sustained effectiveness
14/08/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have exceptionally caring and nurturing relationships with staff. This has supported children to have trusting relationships with the adults who care for them. Staff are highly creative in their response to children's needs. For example, children are provided with tools to share their emotions. One child has been provided with emotion cards to share how they are feeling. Staff demonstrated the cards in role play first to ensure that the child understood their use. This encouraged the child to explain how they were feeling.

The home has the feel of a family home. Staff and children are visible. Children are happy and enjoy spending time with the staff team. Children's bedrooms are well personalised according to their interests.

The manager continues to identify therapeutic support for children. Children readily discuss their health concerns with staff. Staff re-enforce the importance of attending health appointments, and children understand the importance of this to meet their health needs now and in the future.

Children are encouraged to express their individuality. Staff go to great lengths to make sure that children have new and positive experiences. For example, children are supported to attend professional events to enable them to understand risk. Children's achievements are celebrated, and their views are gained. However, children are not yet given the opportunity to read and reflect on their own contributions to their meetings or given advice on how they could access this information in the future. The manager is already addressing this.

Children attend education and are always encouraged to succeed. The managers are strong advocates for children and ensure that children get the educational help and support that they need to make excellent progress.

The current staffing team are females. The manager has received support from the senior team to ensure that, within the home, all children have access to a positive male role model and that any diversity needs of the children are met.

The staff have a wealth of experience and creativity that they bring to the home. This further enriches the children's experiences. The manager has researched ways to better present children's life-story work so that they can reflect on their life in the home now and when they are adults.

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

Children's safety and well-being are a priority for all staff. Children's safety is regularly discussed in staff supervision meetings, team meetings, peer supervision and at handovers. This means that staff always work with the most up-to-date information.

Staff can also regularly contribute to children's safety plans, and they understand well how to keep each child safe.

Children have built very trusting, secure attachments with staff in a short period of time. This has enabled children to talk to staff about any worries that they have. Children say that they feel safe and secure and can approach any member of staff.

Children's risk assessments are very thorough. Children rarely go missing. Staff provide positive distractions and de-escalation techniques rather than holding children in physical restraints. Staff have a thorough understanding of all the children's needs and protect them extremely well.

Staff openly talk to children about risk and encourage the children to engage in online and community groups. Children have engaged well with these discussions and, consequently, risks have been reduced. Children consent to room and mobile phone searches and understand that the reasons for them.

All children have access to an advocate. Children say that they do not need to complain and feel able to speak to any member of staff about any concerns that they may have. Staff understand the whistle-blowing procedure should they need to use it.

Professionals say that communication is excellent. One Social worker said, 'I cannot praise the home enough; they are doing an excellent job.'

The effectiveness of leaders and managers: outstanding

The manager and deputy have developed a culture of high expectations of themselves and their team. They are passionate about the children, think highly of them, and lead by example. This has resulted in significantly improved outcomes for children.

The manager is thorough in her work and vigilantly monitors children's progress to ensure that their needs are met. Staff morale is excellent. Staff say that they enjoy coming to work. The manager ensures that she is available to children and staff. Children remain the focus of all discussions. There is a positive ethos within the staff team, and they say that their manager is visible and approachable.

There is very good multi-agency working with other professionals, who report that the manager and staff are very good advocates for the children. Staff and external agencies say that leaders and managers are child focused and communication is excellent.

Staff receive additional training to meet the specific needs of the children, such as training on Tourette's syndrome. Also, the senior management team has attended advanced training that supports the team to allow children to explore their feelings and emotions and to be supported to make safe decisions.

The manager is thorough in her work and monitors children's progress to ensure that their needs are met. She works well with the independent visitor and responds to all recommendations.

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: 1267537

Provision sub-type: Children's home

Registered provider: Resolute Care LTD

Registered provider address: Girlings & Co, 11 High Street, Ruddington,
Nottingham NG11 6DT

Responsible individual: Paul Bancroft

Registered manager: Amanda Wright

Inspector

Corline Parker, Social Care Inspector

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