

# 1267537

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

## 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 who have social and emotional difficulties.

The registered manager has been in post since the home was registered in 2017.

**Inspection dates:** 11 to 12 November 2019

**Overall experiences and progress of children and young people,** taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 30 January 2019

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 30/01/2019      | Interim         | Sustained effectiveness |
| 14/08/2018      | Full            | Outstanding             |

## 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   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on–</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure–</p> <p>that staff–</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children.</p> <p>(Regulation 11(1)(a)(b)(c), (2)(a)(i)(iv)(v)(ix))</p> | 20/12/2019 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that–</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 20/12/2019 |

In particular, the standard in paragraph (1) requires the registered person to–

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home.  
(Regulation 13(1)(a)(b), (2)(f))

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children living at this home are making good progress in many areas of their lives. They begin to stabilise and settle into the home because of the care that is offered to them by the dedicated staff team.

Staff develop positive and trusting relationships with children. Consequently, children learn that they can rely on staff and that staff care about them. Staff are committed to ensuring that the children's needs are fully met. One child said: 'It's really good living here. Staff are kind. I can talk to them about anything. Out of 10, I would rate the home a 10.'

The manager and staff understand the importance of good education for children and they are ambitious for them. All children are in full-time, mainstream education. Staff carefully ensure that all children receive the individual support that they need in relation to their respective educational needs. This has helped to ensure that children's educational placements do not break down and that children's attendance at school is good. A pastoral support worker said: 'The staff work tirelessly to make sure they have the support needed. Communication between us and them is brilliant. The staff parent as we would expect a child to be parented. They are making excellent progress and we could not be happier.'

The health and well-being of children are a high priority for the manager and staff. Children are registered with primary healthcare professionals and attend routine appointments. Children enjoy a balanced diet and take regular exercise through energetic activities, which help to keep them fit and healthy.

A range of social activities and opportunities are offered to children. Staff support children to engage in activities of their choice. This enables children to have good day-to-day experiences and create happy memories. Additionally, this helps to promote a positive sense of identity for children and increases their confidence.

Children are fully supported to develop and maintain relationships with people who are important to them. For one child, this support has been highly beneficial and has assisted in repairing a family relationship that had almost broken down. In turn, this has resulted in the child now being able to spend time and have a fulfilling and nurturing relationship with someone who is significant to them and who will provide the child with ongoing care and support for the rest of their minority. This is a significant strength of the home.

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

Children living at this home are kept safe. Staff are vigilant and have a grasp of the potential risks and vulnerabilities facing children. Risk assessments are well written and are in depth. The way that risk assessments are written has been changed. This means that assessments are now much more child-focused and there is an emphasis on what

staff can do to help and to prevent the risk from escalating. Children are consulted, and their views and feelings are considered as part of these assessments.

Overall, staff manage children's concerning behaviours well. Incidents of negative behaviour have dramatically decreased for one child. Staff talk to all the children about the impact of their behaviour in the home. However, there are occasions when staff have not consistently provided a child with the nurturing approach that they need. Some shortfalls in behaviour management have resulted in the child not feeling well supported. Staff have, on occasions, failed to understand the child's behaviour in the context of their troubled histories. This has, on occasions, negatively affected all the children's relationships with each other.

Despite this, incidents of physical intervention have dramatically reduced in the home. Additionally, although the home has had a period of instability due to one child going missing frequently, there have been no incidents of such behaviours in the past several months. When incidents did occur, they were dealt with very well. Staff made extensive efforts to ensure that the child's whereabouts was established and that they were fully supported to safely return home.

Regular key-work sessions are conducted with children. This helps children to begin to understand their behaviours and make the necessary changes. For one child, who has now left the home, such sessions proved invaluable. The child said: 'The staff are so loving and nurturing. They do everything in their power to help the children living there. They taught me so much, which has helped me to change the way I was acting. They were like a family to me and I miss them so much.'

Staff undertake a range of training to help them to keep children safe. This includes advanced health and well-being training, and the topics of county lines, self-harm and knife crime. Managers have developed a culture in which the safeguarding and protection of children is well established across all areas of practice.

The senior management team ensures that children are safe through the effective vetting of prospective new staff. Before new staff can work with children, they undertake a comprehensive range of checks to ensure that any potential risks to children from staff are minimised. New staff receive a thorough induction and undertake shadow shifts to ensure that they are fully prepared and equipped for the role.

### **The effectiveness of leaders and managers: good**

The manager is suitably qualified and very experienced. She is committed to ensuring that good standards of care are provided at all times in the home. She is keen to ensure that children have a very positive and fulfilling experience and that they begin to make substantial progress while living at the home. She speaks about children with passion and enthusiasm.

All agencies spoken to were extremely positive about the care that children are receiving. All feedback was excellent. A parent said: 'The manager and staff have been amazing. They communicate with me and they fully understand the needs of my child. Everyone is friendly and welcoming, and it's a much nicer place than I could have ever hoped for.'

Managers and staff feel confident to challenge other agencies when children are not receiving the services that they need. The manager is a strong and dedicated advocate for children.

All staff spoken to reported feeling very happy working at the home. They spoke about children in positive terms and presented as highly dedicated and enthusiastic about the care that they were providing to children. All staff demonstrated good knowledge of each individual child's needs. Staff morale is high.

There are some monitoring and review systems in place in the home. Despite them, on occasions managers have not always identified and understood the impact of the quality of care being offered to children. Although incidents are reviewed, there is a lack of professional curiosity about and challenge to some of the practice that has taken place. This has the potential to leave children vulnerable. The management team understands these shortfalls and is eager and committed to addressing them without delay.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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

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

**Responsible individual:** Paul Bancroft

**Registered manager:** Kelly Birt

## Inspector

Davinia Lawton, 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 looked after children, 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](mailto: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 [www.nationalarchives.gov.uk/doc/open-government-licence](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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2019