

1269072

Registered provider: Utopia Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company that cares for up to three children, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The registered manager was registered with Ofsted in June 2018 and holds her level 5 diploma in leadership and management.

Inspection dates: 9 to 10 December 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 **outstanding**

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

Date of last inspection: 25 February 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2019	Interim	Sustained effectiveness
26/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress from their starting points. For example, one child is now attending full-time school after a lengthy time of non-attendance. Another child is developing his independence skills and a third child no longer goes missing from care.

Staff help children to celebrate their beliefs. For example, children are able to follow their religious and spiritual faith.

Children's views are listened to and acted on. For example, children's requests to do varied activities and their choice of holidays have all been honoured. The inspector heard fun stories of a recent visit to see a Christmas lorry. The children were giggling about this experience and were happy to share this new childhood memory.

Parents and professionals talk about the family feel to the home. One parent told the inspector that she felt supported by the staff and how the home is like 'one big family'. The parent reflected on how being invited to the home for their child's birthday tea had meant so much to her personally and for their child.

Children are an important part of the community in which they live. For example, they support neighbours in carrying out day-to-day jobs and check on them to ensure that they are safe and well.

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

The main strength of this home is that staff are extremely child-focused in their approach to care. As a result, children feel confident that they can share information with staff, even when they may have broken a house rule. One child told the inspector that she felt able to tell the staff 'anything'. This open communication is helping children to stay safe.

Staff manage children's behaviour effectively. This is because they understand the individual needs of each child. Staff can predict when behaviours are likely to escalate, and put in place strategies to help minimise the risk.

Excellent partnership working with professionals, such as the police, has helped to keep all children safe. Furthermore, staff are knowledgeable about who to contact when they have concerns regarding radicalisation and child sexual exploitation.

Safe recruitment practice helps to ensure that new members of staff are safely employed and that their fitness to work with children is confirmed.

The effectiveness of leaders and managers: outstanding

The registered manager has high expectations for children and her staff team. She is creative and drives continuous improvement in the home.

Inspired by the registered manager, staff are consistently thinking of new ways to support the children in their care and to make a difference to the children's lives. There is a clear culture of reflection and professional challenge. This has helped to drive and improve practice. A social worker told the inspector that his child 'has made significant progress... and I feel that this is due to the excellent, consistent care that he receives.'

Staff are well trained and receive bespoke training packages to help them to have a comprehensive understanding of each child's risk factors and of how to keep them safe.

The registered manager and staff are inspirational, confident and ambitious for children, and they are influential in changing the lives of those in their care. For example, concerns are escalated, and the registered manager does not stop until she gets the desired outcome for the children in her care.

Partnership working is highly effective. Information-sharing has been fundamental in keeping children safe.

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 differences 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: 1269072

Provision sub-type: Children's home

Registered provider: Utopia Children's Services Limited

Registered provider address: Hazlewoods, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Tracy Poole

Registered manager: Tracey Lane

Inspector

Louise Battersby, social care inspector

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