

1269072

Registered provider: Utopia Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It was registered in January 2018 to care for up to three young people aged eight to 18, 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. The registered manager is appropriately experienced and qualified.

Inspection dates: 26 to 27 June 2018

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(1) and (2)(a)(vii))	31/08/2018
The registered person must ensure that an individual who works in the home in a care role has the appropriate qualification. An individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"). (Regulation 32(4)(a))	28/12/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people live in a modern and welcoming home. Staff enable young people to make choices about their surroundings. For example, young people are helping staff with redecorating the lounge and garden area. Each young person's room is personalised and well cared for.

Young people make very good progress in developing their independence skills and confidence. During this inspection, children spoke extremely positively about the quality of care that they receive. Young people feel listened to and have really good relationships with staff.

Staff support and enable young people to maintain contact with their families. Parents and siblings are made welcome at the home. For example, they are invited to share meals, to join in with barbeques and to take part in training. This helps young people to

settle into their home.

Young people previously not in education for long periods have improved attendance. Since moving into the home, one young person has started attending education consistently on a daily basis. Staff make sure that key-working sessions are regularly held and are meaningful. This helps young people to make significant progress in line with the objectives set by their local authorities.

Staff make sure that young people learn and benefit from everyday activities such as cooking and shopping. Young people complete courses about food hygiene, child sexual exploitation and substance misuse. This means that young people are encouraged to understand their risk-taking behaviours and to make informed choices.

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

Staff help young people to understand risk and how to keep themselves safe. Young people are provided with consistent guidance and boundaries, which are outlined in well-written behaviour management plans. As a result, there have been no incidents of physical restraint.

Young people's risk-taking behaviours significantly reduce as a result of living at this home. For example, one young person's repeated missing episodes have lessened. Young people at risk of criminalisation and high levels of substance and alcohol misuse are making great progress.

Staff provide young people with a nurturing and safe place to live. Staff have a good understanding of young people's individual needs and use thorough and clear risk assessments to manage challenging behaviours.

There have been no complaints. Staff are responsive to safeguarding issues and take effective action to protect children. However, during this inspection some staff spoken to did not fully understand local authority safeguarding processes or the role of the designated officer. This could have an impact on safeguarding practice.

The effectiveness of leaders and managers: good

The registered manager is exceptionally organised and highly dedicated. She is very passionate and ensures that high quality care is provided to young people. The staff are very positive about the support that they receive from the manager.

Staff receive regular and good quality supervision from the registered manager. All staff are up to date with mandatory training. The registered manager is resourceful at accessing specialist external and local training to improve staff knowledge.

Four staff are currently completing the level 3 diploma for residential childcare. However, there has been some delay. The registered manager needs to ensure that staff have the necessary qualifications within the required timescale.

The registered manager and staff work in close collaboration with the police, education professionals and health professionals. There is strong communication and all professionals share information to meet young people's needs and monitor their progress.

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 Ltd

Registered provider address: 15 Stanbridge Way, Quedgeley, Gloucester GL2 4RE

Responsible individual: Tracy Poole

Registered manager: Tracey Lane

Inspector

Anna Gravelle, social care inspector

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