

# 1271222

Registered provider: GS Social Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and operated by a private company. It provides care for up to six children who may have a learning disability and/or physical disability.

The manager registered with Ofsted on 2 November 2022. An interim manager registered on 7th October 2024.

**Inspection dates: 13 and 14 November 2024**

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| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
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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:** 2 January 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 02/01/2024      | Full            | Good                    |
| 28/02/2023      | Full            | Good                    |
| 16/03/2022      | Full            | Outstanding             |
| 03/03/2020      | Interim         | Sustained effectiveness |

## Inspection judgements

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

The overall experiences and outcomes for children living in this home are outstanding. The children are supported and nurtured by a team of dedicated staff who hold them in high regard. Positive and trusting relationships between the staff and children mean that children are thriving. The manager said, 'We have a firm belief that our children should not be disadvantaged.' This is an ethos that runs through every aspect of children's care.

Since the last inspection, one child moved into the home. This was the result of meticulous and sensitive planning. Despite the child's communication needs, the manager ensured that they remained fully involved in the planned move. The child's social worker said, 'There has been significant improvements. They are already like a different child.'

The home has lots of space for children to live comfortably. Children appear happy in their home and like their bedrooms, which are personalised. Staff respond to requests from children to make changes to improve their living space. For example, one child requested that their carpet is replaced with a hard floor, for them to move more freely in their wheelchair.

Three children currently attend education and are making progress. One child has recently moved school due to the distance they had to travel. For another child, the manager has consistently chased the most up to education, health and care plan that reflects the child's current needs, and schools have been identified. As an interim measure, a tutor has been sourced.

Children's voices are important, and staff ensure that they are heard. Children have advocates, and despite some of the children being nonverbal, this does not prevent the staff from obtaining their views, wishes and feelings. The manager arranged for a speech and language assessment to be completed for one child, and the staff follow the plans in place, encouraging and celebrating all forms of communication.

Children enjoy a wide range of activities and experiences. These include attending football matches, going on holidays, birthday parties and many more. The staff also understand the importance of providing sensory experiences for children, and they come up with creative ways to meet these needs.

Children are supported to see their families, and their friends are encouraged to visit the home. This ensures that children maintain relationships with those who are important to them, and it ensures that they have the same experiences as their peers.

The children receive support to develop their independence and life skills. Children's progress is regularly reviewed so that progress can be measured and any changes to their existing targets can be made.

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

The safety of the children is of paramount importance to the staff team. Children are safe and protected from harm. The staff follow clear, robust plans and follow advice provided to them by external professionals and the provider's own registered nurses.

Incidents with children are rare. However, when incidents occur, these are de-escalated quickly due to the knowledge and skills of the staff team.

The manager and the staff team are aware of the support that children require due to their level of needs and how this can be restrictive. However, managers ensure that there is a process of review and consultation, alongside an active plan to reduce any restrictions in place. For example, one child has a gradual transition plan in place to reduce the levels of staffing. This means that as the child approaches adulthood they will not require such a high level of support.

Staff meet children's health needs exceptionally well. One child has not had any hospital admissions since living at the home, despite this being a substantial risk. This is a result of caring, well trained and competent staff who are responsive and know the children well. One child has recently had a planned operation. The care and support shown to the child before, during and after this operation was pivotal in their recovery.

All children have medication regimes, and there have not been any errors relating to this. The manager has put in place a dedicated medication room which allows staff the time and space, in a quiet environment, to reduce the risk of any errors.

Children are helped to understand their emotions in creative ways and in ways that they can understand and refer to in the future. Additionally, one child has been involved in creating their own assessment of risk. This supports children to develop self-awareness and keep themselves safe.

The children have the relevant equipment and resources they need. This is regularly reviewed and well maintained.

Children require support from a wide range of professionals, and the manager understands the need for effective communication. As a result, children's well-being and safety are a shared responsibility.

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

At the time of the inspection, one of the registered managers had finished for a period of leave. The provider was proactive in ensuring that another manager registered to cover the absence. The new manager already worked for the organisation and knew the children and the staff team. This conscientious decision ensured that the children had consistency, and that the changes in management did not cause them any concern.

The members of the leadership team have high aspirations for children and the staff team. The support of registered nurses is supporting the team with research-based frameworks to assess children's progress.

The managers' oversight and presence in the home is strong, and the staff say that they feel supported through regular supervision. Supervisors encourage the use of a reflective journal that staff bring to supervision. This encourages discussion and staff development. Additionally, children's views are sought for staff members' appraisals.

The staff receive regular training and have commented that this is a strength. Most of the training is delivered by managers within the company. This enables the training programmes to be bespoke to the individual needs of each child.

The staff have regular team meetings. These are child centred and incorporate relevant training sessions. At the start each meeting, staff are supported to share a highlight of their work, and the focus is also about what can be improved. This consistently improves practice.

There has been a swift and robust response to a whistle-blowing concern and a data breach. The manager has ensured that both were fully investigated, and lessons learned have been shared with the staff to improve practice.

## What does the children's home need to do to improve?

### Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The 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 registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> | 27 December 2024 |

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| <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> |  |
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| <p>(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> |  |
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## 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:** 1271222

**Provision sub-type:** Children's home

**Registered provider:** GS Social Care Solutions Limited

**Responsible individual:** Faye Mellor

**Registered managers:** Naomi Grime and Rebecca Heyes

## Inspector

Kerri Lynch, Social Care Inspector

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