

1271383

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a charity. It provides care for up to three children and young people who may have social and emotional needs. The children may also have mild learning difficulties. A registered manager is in post.

There were three children living at the home at the time of the inspection.

Inspection dates: 27 and 28 February 2024

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: 14 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Outstanding
09/11/2021	Full	Good
18/02/2020	Full	Requires improvement to be good
18/11/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is well organised, clean, tidy and furnished comfortably to provide a cosy environment for children. Framed photos of the children are displayed throughout the home. There is adequate space in the home for children to relax and play, and there is an area for privacy. Plans are in place for a complete refurbishment of the kitchen and a new stairs and landing carpet to ensure that the home is maintained to a good standard for the children. There is a good selection of children's books and games.

Children's bedrooms are suitably furnished for comfort, with sufficient storage for their belongings. Bedrooms are personalised to their individual preference, and all children have a small pet of their choice. One child was observed to be confident and caring in handling their hamster.

The garden is enclosed and well maintained, providing children with a safe outdoor space to play and socialise.

There is a high level of support tailored to the individual needs of children, which supports their emotional, psychological and behavioural needs. Staff use a variety of creative methods to help children recognise their feelings and emotions. These methods are based on well-established models of care that promote positive self-esteem, attachments and security. Staff have access to clinical consultation to ensure that they are guided and supported with the care they provide to children.

Staff encourage and help children with their health needs. One child has been successfully supported to visit the dentist following a significant gap in attending their routine check-ups. Children are helped by staff modelling basic personal hygiene routines. As a result, they have taken pride in their appearance and developed their self-esteem.

All children are engaging and achieving with their education. In the event of exclusions, staff ensure that children are provided with the support to continue with their learning and maintain their school routine. Managers and staff work effectively with education professionals to ensure that children's emotional and behavioural needs are understood and managed in a way that supports them to access their education.

There is an excellent level of support for children to develop and build on their independence skills. A child has been supported to understand what knowledge and skills are required to set up a small business. They were provided with the opportunity to undertake a 'maintenance' role in their home and in another home run by the company. Staff maintained their contact with a child who had moved on

to live semi-independently. They offered support and continued to advocate for them.

Staff support children to maintain their relationships and links with their families. The manager is very proactive in ensuring that the arrangements meet the children's needs. She and the staff work closely with professionals and family members to ensure that the children's time with their family is as positive as possible.

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

Children were observed to be confident, relaxed and familiar with the staff caring for them. They said they are happy in their home, like the staff and feel safe. Children also said they have adults they trust and can talk to. They are confident and know how to make a complaint. Children said they feel listened to.

Staff understand the vulnerabilities of and risks to individual children. There are robust policies and procedures in place that support staff to care for and protect children. Staff receive regular mandatory and bespoke training according to the needs of children. Risk assessments are regularly reviewed and updated to ensure that children's developing needs are supported and managed appropriately.

Children are encouraged and supported to try and engage in a variety of interesting and fun activities. This includes providing opportunities to build and develop friendships with their peers. They have positive relationships with staff and so do not seek attention through any antisocial behaviours. They do not go missing from their home. Managers and staff proactively help and support children to understand their vulnerabilities. Staff are very creative in their approach when helping children recognise risks. Children are encouraged and supported to learn from any incidents, through expanding their knowledge in a manner that enables them to understand and contribute to their plans to keep them safe.

Staff understand children's underlying emotional and psychological needs. This knowledge underpins the range of strategies used to support children when they are unable to manage their emotions and become upset, angry or aggressive. As a result, the use of physical intervention is minimal.

Managers and staff have close and effective links with key professionals and safeguarding agencies to ensure that children receive the support and protection they need.

The effectiveness of leaders and managers: outstanding

The manager is ambitious and has high expectations for the care, support, opportunities and protection afforded to the children. She has a clear vision for the home and manages this in a proactive and supportive manner, and she has re-established a stable and confident team. She has been successful in maintaining and

developing the high standards, despite some staff changes and some of the children experiencing internal moves to the home.

The manager has created a culture of high aspiration for the children and the staff. She is supporting the new deputy in her role, who is as equally committed to providing care that supports the children's progress. The manager knows her own strengths and areas for improvement and those of her team. She is progressive and ensures that she supports the team to participate and contribute to the development of the home. She ensures that children's wishes and feelings are at the centre of all she does. As a result, children said they like their home and that they are supported to contribute to their day-to-day routine and the development of the home.

The manager undertakes excellent partnership work with key professionals. She is a strong advocate for the children to ensure that they receive the best care and support at home and in school from statutory professionals. She is confident and is able to challenge professionals when they fall short in their responsibilities to the children.

Feedback from professionals is very positive, reporting an effective level of communication. They say children are happy and safe and making progress.

Staff said that the manager is open, approachable and very supportive. They reported that they love working at the home and are being provided with opportunities for their continual professional development.

The managers and senior staff proactively research and source bespoke training. Learning is further developed through mentoring, regular one-to-one supervision and team meetings. The manager ensures that established theoretical models of care are the foundation to the care, support and guidance that staff provide for children. As a result, children are making excellent progress in all areas of their development.

The manager has highly effective support and supervision, which includes one-to-one supervision and group support through the home's managers' support group. The registered individual visits the home regularly and is always available when needed.

No requirements or recommendations have been made.

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: 1271383

Provision sub-type: Children's home

Registered provider address: Malt Cross, 16 St. James's Street, Nottingham NG1 6FG

Responsible individual: Sharon Clarke

Registered manager: Eleanor Walters

Inspector

Angela Duffus-Palmer, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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