

1277158

Registered provider: Oaktree Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for two children with social and emotional difficulties.

A new manager is in post. They have applied to register with Ofsted.

Inspection dates: 13 and 14 September 2022

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: 28 March 2022

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/03/2022	Interim	Declined in effectiveness
17/11/2021	Full	Requires improvement to be good
05/12/2019	Full	Good
11/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are supported to move into the home in a planned way. The head of care has reviewed and updated documentation to ensure that children's needs will now be identified, alongside the skills of the staff and the location of the home. This will strengthen the processes in place and ensure that the skills and experience of the staff are considered and any training needs identified.

At the time of this inspection, one child was living in the home. He talked to inspectors about his progress and the support provided by staff to help with his education and health and managing his emotions. Good relationships were observed with some of the staff and the child talked fondly about the difference the head of care has made to his home. He said, 'I would give them nine out of 10, but instead I'm going to say seven, as there is always room for improvement. That's what they tell me.'

Since moving to the home, the child has returned to full-time education. The head of care and staff strongly advocated for the child for a suitable provision to be found. They challenged the placing authority and education professionals when there were unnecessary delays. Education professionals confirmed that since moving to the school, the child has made significant progress. His learning mentor said, 'Staff are always readily available to support and guide [name of child]. They want him to achieve, and communication is good.'

The child has access to all local health services. Staff work hard to support the child to recognise his own health needs and how to manage these. The child has responded well to this guidance and talked openly about his learning needs and how the staff help him with structure and routine, which supports his needs and development. Arrangements for recording and administering medications are safe and effective.

The home is a nurturing environment. However, the fabric of the building requires attention and parts of the home require cleaning. Although the provider removed door locks during the visit and took action to rectify the risks in the garden, further decoration work is required.

The child is supported to try new activities. He has a memory book that captures him enjoying a wide range of activities and he is proud to share his book and talk about his achievements. He has joined a local football team and has undertaken a range of volunteer work. This has improved his self-esteem and confidence.

The child is supported to spend time with family members. Staff advocate for the child to spend additional time with family on special occasions and arrange to stay nearby to be readily available if required. This ensures that the child maintains quality time with important people in their life.

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

Leaders, managers and most staff understand their roles and responsibilities in protecting children. There are clear and individualised risk assessments in place for the child and these cover relevant concerns. The head of care has ensured that risk assessments are reviewed regularly and updated following incidents. Most staff are knowledgeable about children's risks and the strategies they need to implement to keep children safe.

Incidents that have taken place have been clearly recorded and well managed, in line with risk assessments. The head of care evaluates the information in incident reports and ensures that follow-up work is carried out with the child. Direct work sessions are helping the child to understand their behaviours and the impact on others.

Staff encourage the child to take age-appropriate risks, in line with their age and understanding. Any risks are well considered and responses are appropriate.

The child is consulted when risk and behaviour management plans are drawn up. As a result, staff respond to the child with respectful and meaningful de-escalation techniques. Staff are proactive in managing any increasing risks and are efficient in undertaking focused sessions with the child in these areas.

The child can identify members of staff who they feel comfortable and confident to speak with about concerns. The child knows the correct procedures for making a complaint if they have any issues with how they are being cared for.

The effectiveness of leaders and managers: good

The previous registered manager has left the home. The head of care, who is qualified and experienced, has been managing the home. She has made significant improvements in a short space of time. She has high aspirations for the child and the staff team. She knows the children well and advocates on their behalf. The head of care leads by example. One member of staff said, 'The head of care would not expect you to do anything she would not do. She is firm but fair, always readily available if we need support or guidance,' and another said, 'We are pleased with the changes she has introduced.'

A new manager has recently been appointed. The manager is applying to Ofsted for registration. Support is available from the head of care, which the current manager has found beneficial. This has also ensured consistency for staff and the child.

Leaders and managers strive for high standards of individualised care. Reflective practice has been embedded into the care and support provided. All staff spoke highly of the use of reflection to improve practice. They have all had supervision and welcomed the changes to care practices. One member of staff said, 'I appreciate

that we have now receive individual supervision.' Another said, 'Supervision has really helped me focus on why we do the job we do.'

Improvements have been made to the reviewing and monitoring systems. This has ensured safe and consistent care. The head of care has submitted appropriate safeguarding notifications and has completed a detailed evaluation about the quality of care. The head of care and staff show dedication to developing and improving practice.

The head of care has established positive relationships with external professionals, who provided positive feedback about the level of communication they have with the staff and the quality of care the children receive.

Most of the staff team are committed and enthusiastic about working in the home. There have been changes due to staff moving on. However, core team members have ensured that they cover any shortfalls in the rotas. This has ensured consistency for the child.

Mandatory training is completed by all staff. However, this is predominantly done online. One staff member said, 'Training is sometimes a tick box and not about the children.' Not all staff have had training in the child's specific needs. A requirement is made to address this shortfall.

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 quality and purpose of care standard is that children receive care from staff who— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; (Regulation 6 (1)(2)(c)(i))	30 October 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(a)(b) (2)(a)(b)(c)) This is in relation to the manager ensuring all staff receive relevant training to ensure that they are equipped to meet the needs of the children in their care.	30 October 2022

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: 1277158

Provision sub-type: Children's home

Registered provider: Oaktree Childcare Limited

Registered provider address: Ground Floor, Seneca House, Links Point, Amy Johnson Way, Blackpool FY4 2FF

Responsible individual: Lee Ridgley

Registered manager: Post vacant

Inspectors

Michelle Edge, Social Care Inspection Manager
Nichola Croft, Social Care Inspector

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