

1277656

Registered provider: New Roots Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a small private organisation. It provides care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in June 2020.

Inspection dates: 14 and 15 February 2024

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

Date of last inspection: 6 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2023	Full	Good
15/03/2022	Full	Good
11/03/2020	Interim	Declined in effectiveness
04/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress because of the good-quality, individualised care that they receive from a consistent staff team. Two children are currently living at the home.

The manager and staff set high expectations for children in relation to their education. Children are supported and encouraged to develop good routines that help them to engage positively in education. The staff team works with children and their schools and colleges to encourage good levels of attendance and to provide additional assistance that supports children to have every chance of success in their education.

Relationships between children and staff are a strength in the home. Children are listened to, and so they feel able to confidently express their wishes and feelings. Children's behaviour improves as a result of these relationships and the open communication between the children and staff. Staff carry out regular planned and unplanned direct work sessions with children. These are well recorded, but staff's approach could be better reflected in the records.

Staff understand children's health needs. They work effectively with primary healthcare services, and specialist agencies when needed, to ensure that children's health needs are met. Children are given age-appropriate advice about health matters that supports their understanding and enables them to make informed choices in relation to their own health needs.

Children are encouraged to take part in activities that they enjoy, including the cinema, boxing and the gym. Children also have opportunities to attend activities outside of the home, such as attending concerts and spending time with their friends.

Staff promote contact between children and their families and do their best to make this a positive time for children. The staff team understands the importance of this contact and takes the time to support children with these relationships when necessary.

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

Staff take effective action in response to safeguarding incidents. Risks for one child have required a multi-agency response to keep them safe. The home has worked effectively with these agencies to support the child and reduce these risks. Staff know the child well and respond sensitively to any changes or signs which may indicate imminent changes to the level of risk for the child.

Records of significant events are completed in a timely manner and shared with relevant professionals. Risk management plans for children are updated following incidents so that they include up-to-date clarity around the risks to children and the actions that staff must take to reduce these risks.

Staff rarely use consequences, preferring instead to use positive reinforcement to support children's behavioural development. Incidents of physically holding children are low in number. This indicates that staff can de-escalate challenging situations and are able to help children to manage their emotions. Incidents are well documented and provide a clear account of the incident and how this was managed by staff. The manager has oversight of all incidents and uses this as an opportunity to identify any learning for the team.

The members of the stable, consistent staff team know the children in their care very well. This means that there has been a minimal number of serious incidents, physically holding children or consequences at the home since the last inspection. Staff make use of these positive relationships when carrying out regular direct work sessions with children. These sessions are planned or spontaneous in line with children's needs. Clear records demonstrate the content of the conversations with children and how these help them to improve their behaviour or deal with any other concerns they may have. Direct work with children is also used to celebrate their achievements and successes.

The effectiveness of leaders and managers: outstanding

A suitably qualified and experienced manager is in place at the home. The manager, deputy manager and responsible individual share the ethos and values of the home. They are an effective team and ensure that high standards of care are provided to children living in the home. There is a strong working relationship between the manager and the deputy manager, who share the same values of high-quality care and high aspirations for children. Other professionals praised them for how they advocate for children in their care and how they hold professionals to account if children are not receiving the service that they deserve.

Records are regularly monitored and evaluated by the manager to identify potential learning from the actions and responses of staff to children, ensuring that these are in line with the ethos and values of the home. The manager and the deputy manager also work closely together to ensure that staff have clear expectations around house routines to achieve a well-maintained property.

The manager has introduced clear systems for management oversight to ensure that the whole staff team is continually reflecting and learning from incidents at the home as well as considering new ways to manage children's behaviours. Staff follow the ethos of the manager and strive to do their best for children.

Other professionals praise the communication that they receive from staff. They reported that they are always informed of any issues of concern for children and

that staff are proactive in their approach to safeguarding. Staff understand the importance of the relationships between themselves and children's families and of the need to involve families in children's care. Families say that they are involved in their child's care and are kept informed of any issues, concerns or good news. Staff have also built effective working relationships with professionals and agencies involved in children's care.

Ongoing research-led practice ensures that staff are aware of the ethos and values of the home, and demonstrate these in their everyday practice. Staff are supported by a therapist who works with them to discuss strategies to manage children's behaviours. The advice provided by the therapist is evident in children's plans and reviews. In addition, the therapist joins staff at their team meetings and is also available for staff to discuss any areas of concern that they have about children or difficulties that they are experiencing in their role on an individual basis.

Staff are well supported through an informative induction training package and good-quality supervision. Supervision of staff is regular and, through reflective practice, develops good practice. The manager and deputy manager ensure that staff's mandatory training is up to date. The manager also identifies and addresses further training needs on subjects that are relevant to the children living in the home. This means that staff have a greater understanding of children's needs and how to address them.

The staff team is stable, with only two members of staff leaving since the last inspection. Both of these were for personal reasons. Staff receive a good range of incentives and support in career development to encourage them to remain working for this provider. Staff can also access the home's therapist should they feel that counselling would assist them in their private lives. This is a separate service agreement that does not detract from the service offered to children.

Staff spoke of the good-quality training that is available to them and how this helps them to provide good-quality care to children. Staff also spoke of the benefit of team meetings and how these help them to work more effectively as a team. Staff say that they use these meetings as an opportunity to discuss the progress of the children as well as resolving any disagreements as a staff team that they may have, seeking resolutions to improve their working practice as a team.

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: 1277656

Provision sub-type: Children's home

Registered provider: New Roots Children's Services Limited

Responsible individual: Stephen Howard

Registered manager: Arran Cockburn

Inspector

Julia Toller, Social Care Inspector

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