

2483881

Registered provider: Ivie Lodge Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for up to four children with social and emotional difficulties and learning disabilities.

The home is led by an experienced registered manager.

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

Inspection dates: 4 and 5 July 2023

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: 9 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2022	Full	Good
19/10/2021	Interim	Sustained effectiveness
24/05/2021	Full	Requires improvement to be good
18/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The staff provide the children with a very good level of care. Staff recognise and promote the individuality of each child. They ensure that children's specific needs are met. This has enabled children to develop their own personalities and interests.

The arrangements for new children moving into the home are a real strength. The manager works hard to ensure that all information is known about a child before they move in. Initially, children can meet staff who will be caring for them. They also visit the home to make sure that the home will be comfortable for them. These measures assist and support a smooth transition process. When the move takes place, children receive the reassurance they need to begin to settle.

Staff are proactive in their approach to individual key-work sessions with children. Sessions are planned for each month and these focus on specific issues impacting on each child. Staff recognise the changing needs of children and unplanned sessions are also carried out when required. These sessions give the child an opportunity to safely explore any worries they may have and receive the support and advice they need.

All children are attending education in some form, and they are making progress. The stability of school is recognised for one child who travels a considerable distance to attend. Staff and professionals advocated on behalf of the child, who said they would rather travel than change schools. Another child who has recently moved to the home is yet to be allocated a school place. However, a timetable of work has already been established and staff will be supporting the child to undertake educational work pending a school place being offered. Staff are proactive about children's education and this benefits children. The children are supported to learn and increase their skills and knowledge.

Children are generally healthy. Staff make necessary health appointments and will support children to attend. All the children have specific views about the food they eat. Therefore, it can be difficult to make one meal that all the children will eat. Staff adapt to these needs and coordinate the menu so that the children eat food that they enjoy.

There are many opportunities for children to express their views. They know that staff listen to them. When children have submitted complaints, they have been responded to. The manager has taken prompt action to resolve issues. This makes children feel that they matter and, if they speak up, staff respond, to ensure that children remain happy living in the home.

The children live in a large home and good use is made of the space available. The children can make their views known about how they want their bedrooms to look. Staff do all they can to achieve this. Children arrange their rooms according to their

wishes and staff are respectful of this. However, the home's decor looks tired in places. For the environment to feel more homely, some areas require updating.

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

When there are incidents, staff manage these well. Detailed records receive good managerial oversight. At times, the manager recommends follow up-action after incidents to assist the children's understanding of what happened. The manager assures herself that the actions are completed before the review of the incident is concluded. This proactive oversight ensures that children receive any support they require after incidents.

Physical intervention is only used as a last resort for children who are in crisis. There is detailed recording of incidents and how staff tried to de-escalate situations before resorting to physical intervention. However, practice regarding children being offered a debrief after incidents is not yet consistent. Debriefs assist the children to explore what happened. They can discuss the impact of their behaviour and ways in which they could better manage it in the future.

If children go missing from care, the staff follow procedures and work with external professionals to try and locate the child. When the child returns, an independent interview is not always carried out. This is a missed opportunity to allow children the opportunity to talk about specific issues around going missing and could be important to their ongoing care.

At times, there has been some tension between two children living in the home. Staff have been very aware of the impact on both children. They have ensured that both children have been supported. Staff have listened to both children and advocated for them to try and resolve any existing issues. When possible, there have been joint meetings with the children and staff to try and resolve any conflict. The staff promote talking to restore the children's relationship. This is an important life skill as the children learn the value of talking to resolve issues.

The children have detailed risk assessments covering many aspects of their daily life. These help staff to respond and support children appropriately. The assessments are amended and updated as required. Staff would benefit from reading the updates as this equips them with the most up-to-date information regarding children's needs.

The effectiveness of leaders and managers: good

The home has been through a period of change in the staff team, with several staff leaving and new staff starting. Recruitment is continuing and currently there are sufficient staff to meet the needs of the children.

New starters receive an induction and complete necessary training to equip them to undertake the work. Staff have been recruited who have a variety of knowledge and skills. This has benefited the children and been enriching for them, as they are supported by staff with different life experiences. The staff work well together. They

are dedicated to meeting the children's needs. The manager is committed to the children in her care. She is focused on the children receiving a good standard of care and the necessary support from staff.

The manager has effective and efficient processes in place to support the staff in their roles. All the information pertinent to the children is presented in a logical way. This makes it easier for staff to find the information that they need when working with children.

Staff receive regular professional supervision. Time is allowed for reflection. This provides staff with an opportunity to consider their practice and what changes they can make to improve their approach with children.

The manager has a solid understanding of the home's strengths and what needs to improve. She uses external and internal monitoring systems alongside children's views to inform service development. This means this home is on a very good trajectory to achieve successful outcomes for children.

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, 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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically refers to ensuring robust quality assurance and monitoring systems are in place that ensure the staff read and sign all relevant documents.	11 September 2023
The registered person must prepare and implement a policy ("the missing child policy") setting out— the steps taken, and to be taken, to prevent children from being absent without permission; and the procedures to be followed, and the roles and responsibilities of persons working at the home, in relation to a child who is, or has been, so absent. (Regulation 34 (4)(a)(b)) This specifically refers to ensuring independent return home interviews are arranged following a child being missing from the home.	11 September 2023

Recommendation

- The registered person should ensure the home is a nurturing and supportive environment that meets the needs of their children, and is a homely, domestic environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2483881

Provision sub-type: Children's home

Registered provider: Ivie Lodge Limited

Registered provider address: 2nd Floor, 9 Portland Street, Manchester M1 3BE

Responsible individual: Lyndsey Sim

Registered manager: Nkeiruka Onyia

Inspector

Lizette Watts, Social Care Inspector

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