

2500044

Registered provider: Blue Mountain Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It is registered to provide care for up to two children with social and emotional difficulties.

The home is led by an experienced registered manager.

Inspection dates: 9 and 10 March 2023

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: 8 February 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Outstanding
17/10/2019	Interim	Sustained effectiveness
24/04/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children who live in this home make exceptional progress. One member of staff said, '[name of child] has flourished into a positive character who has begun to develop strong and positive bonds with many staff members.' The registered manager inspires a nurturing team of staff, who keep children at the centre of everything they do. The children have clear and consistent boundaries. Staff have a comprehensive knowledge and understanding of the children's individual needs. Children form trusted relationships with staff and benefit from high-quality care and nurture.

Children take part in a wide range of activities within and outside the home. One child has been supported to enjoy social time in the community with a friend. Staff discussed this with their social worker. A plan was developed to support this, considering the child's safety and well-being. Staff create memory books for children to record happy times and new experiences. One member of staff said, 'Overall, I believe [name of home] is an excellent home where young people are given the opportunity and access to new experiences, high-quality care, education and around-the-clock support that they require.'

Staff support children to develop skills for independence. One child has been encouraged and supported to gain employment. A clear independence plan is in place for children. The work undertaken is interactive and supports children to engage in the learning. When children move on to independence, a detailed support plan sets out how staff will help them adjust to independent living. This helps children prepare for adulthood.

Staff are aware of the importance of family relationships for children. The staff provide support to help children rebuild relationships with their family. When moving into the home, one child was having no contact with their family. A social worker said, 'Progress was massive. Through the support of the placement, contact progressed to monthly.' Staff support children to re-establish relationships with their family.

Excellent, individualised key-working sessions show that children voice their views and opinions. Sessions are tailored to the specific needs of children. Staff connect behaviours to feelings and speak with children about different ways to manage their emotions. Children's meetings show that children voice their wishes and feelings. This includes planning activities and meals and discussing weekly topics of interest. The manager replies to the children's requests and shows interest in the discussions they hold. Children are listened to, and their views are valued by the staff.

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

Risk assessments are thorough and regularly reviewed. Indicators of when children might be struggling with their emotions are detailed. This helps staff support the children and reduce the likelihood of behaviour escalation. Staff receive effective training, including training tailored to children's individual needs. Staff spend time talking with children about risks and helping them learn how to keep themselves safe. One child produced a presentation about the home which included the following comment, 'We need staff because they feed us and they put a house over are head, they care for you and they are like your mum and dad, they KEEP US SAFE, and they love us.' (sic).

Safe use of the internet is a priority for children. Staff help children to develop an understanding of how to use the internet safely. An example of this is an agreement drawn up between a child and staff that included time limits. The agreement is very child-focused and written to the child. Humour is used throughout this, which helps the child understand it better and ensures a safe amount of use.

Use of physical intervention is a last resort. Staff use distraction techniques to help children who are struggling with their feelings. When physical intervention is used, it is recorded clearly. Debriefs and reflections with children and staff are thorough. Following physical interventions, staff consider with the child whether there are any other ways they can help. The manager also writes to the child offering reassurance about what happened, and the child is invited to write back. Children feel valued and support is personalised to their individual needs.

There is an effective system in place if a child goes missing from the home. Staff knowing the children extremely well is a key factor in helping keep children safe. Staff support children on their return and discuss any help they might need to prevent further missing-from-home episodes. Children are supported and listened to, which helps them feel safe and protected.

The effectiveness of leaders and managers: outstanding

The registered manager has high aspirations for children and inspires the staff to improve the lives of children. Relationships between the manager, staff and children are strong. The manager has an excellent understanding about the team and the children. As a result, children receive an excellent standard of care.

Staff receive regular supervision. It is child-focused and includes reflection about practice and development. Team meetings are creative and used to develop staff skills and knowledge. The manager supports staff to think in more depth about their role. Staff are committed to continuous professional development. Children are cared for by experienced and competent staff.

Staff feel well supported by the manager. One member of staff said, 'The manager is very supportive to the team and children, especially in terms of supporting the

children to express their wishes and feelings in a way they feel comfortable and in supporting staff to personally progress.' The manager leads the staff by example. This ensures that staff have a clear sense of purpose and direction.

The manager has excellent oversight of the daily records for the children. As a result of this monitoring and oversight, the manager has knowledge of the children's day-to-day experiences and of the progress they are making. This oversight is strengthened by the manager's presence within the home and the positive relationships developed with the children as a result.

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: 2500044

Provision sub-type: Children's home

Registered provider: Blue Mountain Homes Ltd

Registered provider address: Unit 20-21, Pullman Business Court, Mallard Way, Pride Park, Derby DE24 8GX

Responsible individual: Pradeep Manaktala

Registered manager: Marianne Marlow

Inspector

Kathryn Hurley, Social Care Inspector

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