

2509473

Registered provider: Back on Track Childrens Services SE Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and is registered to provide care for up to four children who experience social and/or emotional difficulties. There were four children living in the home at the time of the inspection.

The home and the manager registered with Ofsted on 12 February 2019.

Inspection dates: 11 and 12 March 2025

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: 4 October 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2023	Full	Outstanding
07/02/2023	Full	Good
01/12/2021	Full	Good
08/01/2020	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

One child has moved in since the last inspection, and no children have left. Two of the children have lived at the home for over 12 months, and two have lived there for over four years. The inspector met all the children and spoke to three of them. The children were very positive about their experiences. Children feel safe and well cared for and spoke about improvements they have made in themselves. The interactions between children and staff were highly positive.

Children experience high-quality care, exceptional stability and commitment from staff. Thorough care planning is a top priority. Careful thought and consideration are given to children, both those who move in and the children already living at the home. Children have detailed and clear long-term plans.

Older children receive help and encouragement to develop their independence skills in preparation for adulthood or moving to independent settings. Future moves and transitions are planned proactively months ahead so that children are very well prepared.

Children's views and wishes are central to the day-to-day decisions about the home. Children receive encouragement to regularly share their views and contribute to their care planning. All children can access external advocacy and are helped to do so when needed. Regular children's meetings take place, and children are encouraged to contribute to the agenda.

All children are in full-time education, and staff support and encourage them to engage and achieve. Children's progress and achievements regularly exceed expectations when compared to their starting points. One child recently took GCSEs and now attends college. This child has also gained part-time employment.

Staff actively support children's hobbies and interests. These range from video gaming to specific or individual pursuits, including art, music or going to the gym. One child enjoys fishing, which the home has supported to such an extent that the child was able to gain a qualification and now volunteers at a fishing lake. This was a contributing factor in re-engaging him with education. This helps promote children's self-esteem and identity.

Staff help children to maintain relationships with the people who are important to them. Staff and managers collaborate with social workers and parents and actively involve them in decisions that affect the children.

The home is of a particularly good standard throughout. The home is well furnished and decorated, and maintenance or repair work takes place quickly. Shared spaces are clean and tidy in all areas. Children's bedrooms are spacious and highly personalised.

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

Staff and children have excellent relationships, characterised by trust, mutual respect and genuine warmth. Children feel safe and well supported. There is a strong sense of family and an ethos of 'home' rather than 'a home'. Managers and staff focus consistently on children's well-being and best interests. This helps children to feel valued and secure and make progress.

The staff and manager's approach to supporting children to develop positive behaviour is exemplary. Targets are identified jointly with children when possible. Time with children is well used and recorded by staff. Discussions are meaningful and cover a variety of topics. Plans are updated regularly and fully reviewed. Incentives and rewards are well thought out, which helps to motivate children.

Staff know the children well and understand each child's needs and triggers thoroughly. They care about getting things right for them. Risk assessments and behaviour support plans for children are comprehensive, detailed and clear. For example, staff identified children who use vapes or are unsafe online. Both things were picked up early, and effective measures were put in place quickly to prevent further risks. This has included involvement from external professionals to provide expert support if needed.

Incidents occur infrequently, but when they do, staff know how to respond, and they have a good understanding of safeguarding procedures. For example, one child self-harmed, but staff had anticipated this risk and were at hand to support the child immediately. Managers have close oversight and evaluate incidents to ensure practice is of the highest quality.

The use of physical intervention is exceptionally rare and a last resort. Two incidents have been recorded since the last inspection. Records show that staff actions are proportionate and justified, with good evidence of management oversight and debriefs.

The manager has created a detailed local area risk assessment. This identifies areas of risk in the local community and includes local agency information and crime statistics. This is updated regularly.

The effectiveness of leaders and managers: outstanding

The manager has been in post since 2019. The home has an excellent record of supporting children. This continues to be maintained. There is a cohesive dynamic between the manager, deputy manager and senior managers. They all share high expectations and aspirations for children. Feedback from external professionals is unanimously positive.

The home has an exceptionally stable staff team, with minimal turnover. Staff feedback is entirely positive. Staff are enthusiastic and speak passionately about helping children to flourish. This is a further example of the home being a stable environment that

enables children to thrive. Staff are positive about the support they have from senior staff.

Staff feel skilled and equipped to carry out their roles. Safer recruitment processes are followed, and new staff said that they feel well supported and have excellent inductions, including comprehensive training. Monthly face-to-face training ensures staff knowledge is kept up to date, some of which is specific to the needs of the children. For example, self-harm support was identified as a training need, and two sessions were quickly organised for staff.

Supervision sessions take place regularly for all staff. Staff said that supervision is helpful and supportive. Informal ad-hoc supervision or discussions are welcomed. New staff receive additional practice supervision, and group-based clinical supervision takes place for all staff. These all contribute to maintaining a high standard of care.

The quality of the records is exemplary. Children's files are professionally written, well organised and child focused. All documents are reviewed and evaluated by the manager or a senior member of staff. The manager has created simple, effective tools to ensure good monitoring and auditing. This ensures that checks are in place to help maintain a high standard of care for children.

No requirements or recommendations were made at this inspection.

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: 2509473

Provision sub-type: Children's home

Registered provider: Back on Track Childrens Services SE limited

Registered provider address: 185 Dover Road, Walmer, Deal CT14 7NB

Responsible individual: Post vacant

Registered manager: Katie Hinkins

Inspector

Daniel Rankin, Social Care Inspector

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