

2510201

Registered provider: Outbound Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider.

It is registered to provide care for up to two children with social and emotional needs. Two children are currently being cared for in this home. Both children spoke to the inspector as part of this inspection.

The registered manager has been in post and registered since 9 July 2024.

Inspection dates: 1 and 2 October 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/10/2023	Full	Good
17/01/2023	Full	Good
07/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Relationships between children and staff are mostly positive. Staff understand the impact children's experiences can have on their relationships. When relationships are not positive, staff work hard to understand why and take steps to repair them. Staff are sensitive in their approach to children.

Staff welcome children warmly to the home. Staff try hard to ensure that children who move into the home in times of crisis are listened to and supported. One child moved into and out of the home quickly. Staff contacted the child after they moved out to enable a positive ending.

The home is well decorated and well maintained. The dining room and rear garden have undergone renovations since the last inspection. Children are now using these spaces. Staff support children when they move in to decorate their bedrooms according to their tastes and interests. Children have photos of activities and important people throughout the home. Children are relaxed and comfortable in their space.

Staff have discussions with children about the things that are important to their lives. Staff plan the discussions they will have with children, so that all important areas are covered. Staff assess whether children should re-visit topics and do so if needed. Children learn about important parts of their lives in a well-planned and coordinated way.

Staff prepare children for their futures. When plans for children change, staff ensure that they accelerate learning, so the child is fully prepared for moving out of the home. When children have limited support networks, staff join schemes to provide ongoing support for them. Staff provide the emotional and practical support children need to succeed in their adult life.

Staff work hard to build positive relationships with children's families. This has included inviting families to important celebrations at the home, including Christmas day. Staff plan for and take children to see their families despite the long distances. Children maintain their identities and spend time with those important to them.

Staff try hard to meet the cultural needs of children. The staff team is not diverse; however they do explore local resources, undertake research, and listen to children to try and ensure that their needs are met.

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

Risks assessments contain relevant risks and are updated regularly. They contain clear strategies for staff to follow. Staff understand the risks to children and how to manage them.

Staff do not often hold children. When they do, this is proportionate to the risk faced by the child. Staff are trained to hold children and do not hold children when it is unsafe to do so. The manager has prompt oversight of any holds and carefully considers staff practice and recording. Managers and leaders speak to staff and children following the holds to gain their views.

Children do not make complaints about the home, although they know how to do so. On one occasion a child made an allegation about staff before retracting this. The allegation was still thoroughly investigated by managers and leaders, and staff were proactive in trying to understand why the child made the allegation. Children feel comfortable to raise issues with and about staff.

Children do not often go missing from the home. Staff know the individual missing plans for children, and these are updated following any missing episodes with any information which would reduce future risk. Staff know the likely locations of children when they are missing and search for them. Children are quickly located and returned to the home.

Staff have consistent boundaries with children. Staff implement contracts with children to ensure that expectations are clear, such as the use of their mobile phone. Staff use incentives to ensure that they encourage children's positive behaviour. Children know the expectations on their behaviour and experience consistency of care.

When staff give consequences to children, they are fair, proportionate and linked to the behaviour shown. Consequences are restorative and give the child the opportunity to fix the issue. Children are helped to understand the impact of their behaviour on themselves and others.

The effectiveness of leaders and managers: good

The manager has a clear understanding of the progress of children in the home. They use several systems of monitoring to ensure that they understand where children are improving and where they need support.

An independent person visits the home regularly and speaks with staff and children. The manager responds promptly to any recommendations made. The manager also completes a regular review of the quality of care. The review is timely and evaluative and considers feedback from several stakeholders.

Staff have regular supervision. The senior staff that deliver supervision are trained to do so. Staff have regular opportunities to reflect on their work with children and how to improve it.

Staff complete training available to them. The manager identifies training that supports staff to meet the specific needs of children, such as training related to attachment and autism. Staff complete relevant training prior to children moving into the home. The

manager ensures that staff are enrolled on the appropriate qualifications and supports them to complete these.

There have been several staff changes since the last inspection. However, the managers and leaders have ensured that there has been minimal disruption to the children. The manager has not used any agency staff. The home has recruited suitable staff and there are no further vacancies. The manager has worked hard to ensure that staffing is stable in the home. Staff are recruited safely.

The managers and leaders are visible, and staff feel able to approach them. Staff said managers are supportive of their personal lives, which means they are settled and able to work to the best of their ability when they are at the home.

The manager has addressed the requirements and recommendations from the last 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: 2510201

Provision sub-type: Children's home

Registered provider: Outbound Care Limited

Registered provider address: Unit 2, Metropolitan Business Park, Preston New Road,
Blackpool FY3 9LT

Responsible individual: Paul Cotton

Registered manager: Suzanna Hargreaves

Inspector

Sarah Huntbatch, Social Care Inspector

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