

2528634

Registered provider: Restorative Social Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private organisation. It provides care for up to three children who may have experienced social and/or emotional difficulties.

The manager is suitably qualified and registered with Ofsted on 1 August 2022.

Inspection dates: 2 and 3 November 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **outstanding**

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

Date of last inspection: 2 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/02/2022	Full	Good
20/11/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with staff and these relationships enable them to make good progress. Staff fully understand children's individual circumstances and often complex needs, and recognise how their practice and actions have a positive impact on children's development. This means that staff work effectively with children.

Children benefit from attending bespoke education placements that are able to meet their individual needs. They enjoy the school routine and spending time with their friends. Feedback from children's teachers and other school staff is positive. They said that children are making good progress because of the support that they receive from residential staff in the home.

Children's health needs are well managed by staff, who support them to attend all of their medical appointments. Children are fit and healthy, and they eat a well-balanced diet. Staff help the children to understand how having a healthy lifestyle impacts positively on their physical and emotional health.

Staff use one-to-one sessions to encourage children to articulate their views, wishes and feelings. These sessions are creative and child focused. Any incidents or concerns are followed up with discussions with staff. These sessions support children to reflect on any issues, without leaving them feeling that they are to blame. This helps children to become more self-aware.

Children enjoy a variety of activities in the home and in the local community with their friends. These activities encourage children to develop new hobbies and interests, and to expand their social circle.

The home has been redecorated and parts of the home have been refurbished to create a welcoming environment for the children. Nevertheless, there are some external CCTV cameras and one internal camera. This internal camera is unnecessary and intrusive.

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

There have been some incidents of bullying in the home. However, these incidents are managed in line with the home's policies and procedures. Leaders and managers have a strong and proactive response to bullying incidents. Children are supported through one-to-one sessions with staff. These help them to understand the impact of bullying on others. For some children, this is a slow process. However, staff are consistent with their approach and creative in helping children to change their behaviour.

Leaders and managers respond quickly to allegations of abuse or harm, and refer these matters appropriately. These are addressed through a multi-agency approach and in consultation with the local authority designated officer. This means that children are kept safe following any allegations of harm. This re-enforces to children that what they say is taken seriously.

Children's risk assessments are clear and detailed. These help staff to support children to keep them safe from harm. These documents include strategies for staff to use to calm children and help them to learn to manage their frustrations and anxieties.

Staff use low-level physical restraint to prevent children from harming themselves or others. In these circumstances, staff ensure that they record these incidents in detail and specify how they tried to de-escalate the situation. Children and staff take part in debrief sessions following all incidents of restraint. This is an opportunity for reflection and learning to reduce the likelihood of a reoccurrence.

Children have not gone missing from the home since the last inspection. However, staff are aware of the actions to take should a child go missing, and how to work in partnership with other agencies, including the police. This means that children can be quickly and safely located and returned to the home.

The effectiveness of leaders and managers: outstanding

The registered manager keeps up to date with research regarding childhood development and good practice. She filters this information to the staff team. This means that staff's knowledge is broadening and that they continue to meet children's changing needs. The manager is widely respected by staff and other professionals, who all praise her commitment and passion for her job. She creates a culture where there are high aspirations for the children.

The registered manager has highly effective working relationships with other professionals from health, education, and social care. She confidently challenged the local authority when a school placement for a child was identified but not able to meet the child's needs. This led to a quick resolution and an alternative school placement was found for the child.

Staff receive excellent support and encouragement from the registered manager. This includes regular supervision where staff reflect on their practice and identify their strengths and developmental areas. Staff also benefit from regular team meetings. The registered manager is innovative in her ideas during team meetings and promotes research-based practice. These meetings consist of team-building games, that are creative and fun. These are linked to the children's social care legislation. Working this way develops staff's knowledge and underpins their work.

The registered manager is aware of the home's strengths and areas for development. The meticulous monitoring systems in place help leaders and managers to identify any shortfalls. This enables the registered manager to act on

these shortfalls without delay and ensure that the service continues to evolve to meet children's needs.

There is an in-depth induction programme in place during new starters' probation. They are mentored by leaders and managers. Strengths and areas of development are identified, which are documented in new starters' induction plans. The registered manager then determines suitability and will pass, fail or extend their probation.

The registered manager encourages children to celebrate difference. She helps children to develop their self-identity and be proud of who they are. Staff promote children's respect and understanding of the needs, cultures, religions and sexual orientation of others.

What does the children's home need to do to improve?

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, 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 registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(d))	2 December 2022

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: 2528634

Provision sub-type: Children's home

Registered provider: Restorative Social Care Services Ltd

Registered provider address: 8 Victoria Street, Greetland, Halifax, West Yorkshire HX4 8DF

Responsible individual: David Copping

Registered manager: Sarah Faller

Inspector

Gemma McDonnell, Social Care Inspector

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