

2537801

Registered provider: Exceptional Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home is registered to provide care for up to three children who may have emotional and social difficulties. At the time of the inspection, there were two children living in the home.

The manager registered with Ofsted in May 2023.

Inspection dates: 13 and 14 September 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 8 November 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2022	Full	Requires improvement to be good
10/08/2022	Full	Inadequate
23/06/2021	Full	Good
18/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the last inspection, one child has moved out of the home and one child has moved in. When staff are able to engage children, they enjoy positive experiences. However, staff have not been able to do this consistently. Consequently, children have spent significant periods of time not engaging in meaningful activities. This limits the children's progress.

There are shortfalls in the care planning for children living in the home. When children are not accessing education, there are no plans in place for staff to support children to access educational activities. This means that one child was spending a significant amount of time in their bedroom. This limits their progression in education.

Children are well supported when they move in and out of the home with clear plans. Staff support children to leave the home with all of their belongings. This includes all of their bedroom furniture. This means that children have a sense of ownership and are better equipped to settle into their new home.

Children are positive about their experiences of living in the home and the support that they have received. Children said that they feel genuinely cared for. However, one child, who no longer lives in the home, said that they had not established positive relationships with all staff. At this time, staff had not made enough effort to engage with the child.

Children are supported to stay in touch with family members. Staff take children significant distances to see their parents and siblings. One child has been able to have their sibling stay over at the home. This helps children to maintain their family identity.

How well children and young people are helped and protected: requires improvement to be good

Children report to feel safe living in this home. Children informed the inspector that they have staff members who they can speak to about their worries.

When children go missing from home, staff physically search for children. However, one child has spent a significant amount of time away from the home. Staff have not always made the appropriate checks to find out where the child was staying. This means that staff did not always know where the child was.

Staff were unable to manage risks posed to one child after they had lived in the home for a number of years. Consequently, the child left the home. This means that the child has experienced instability.

When staff are concerned about the child, information is shared with their placing authority. This means that relevant meetings are undertaken and the decisions on how to keep the child safe are made on a multi-agency basis.

The effectiveness of leaders and managers: requires improvement to be good

The home is managed by a suitably qualified and experienced manager who has well established relationships with the children in his care. The manager is supported by a deputy manager and regional manager. Children are positive about the support that they receive from the manager.

Improvements have been made to the quality assurance undertaken by managers. However, these have not promptly addressed issues in staff practice when children are missing from home. This means that staff are not clear on what is expected of them when children are missing from home.

When complaints have been made, the manager has investigated these thoroughly. The manager writes to children detailing the outcome of any complaint. This means that children are aware that their views are taken seriously.

Staff are positive about the management support on offer at the home. One staff member said, 'Both manager and deputy manager have supported me fully.'

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 protection of children standard The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(v)(vi)) In particular, when children stay away from the home, staff should make all the appropriate checks to ensure that they know where the child is and that the child is safe.	19 October 2023
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;	19 October 2023

help each child to understand the importance and value of education, learning, training and employment. (Regulation 8 (1) (2)(a)(i)(iv)) In particular, when children refuse to access education, staff should provide children with structure to their day with educational based activities.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a) (2)(a)(v)(viii)) In particular, the registered person should ensure that staff spend time with all children and build relationships with them.	19 October 2023

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: 2537801

Provision sub-type: Children's home

Registered provider: Exceptional Care Limited

Registered provider address: Exceptional Care Limited, Malthouse Business Centre, Southport Road, Ormskirk L39 1QR

Responsible individual: Susan Rolfe

Registered manager: Simon Alder

Inspector

Rob Neild, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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