

2545027

Registered provider: Discovered Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The home is led by a registered manager.

There was one child living at the home at the time of this inspection.

Inspection dates: 10 and 11 July 2024

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

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: 16 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2023	Full	Good
20/04/2022	Full	Requires improvement to be good
30/06/2021	Full	Requires improvement to be good
11/05/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child enjoys positive and meaningful relationships with staff. Staff show emotional warmth to the child and there is lots of fun and laughter. This helps the child to build trusting relationships with staff, which supports the child to feel settled in the home and make good progress.

Staff know the child extremely well. They understand their needs and are providing excellent individualised care and support. As a result, the child is thriving in their development and sense of self. The child is supported to participate in day-to-day decisions and the planning of their care. The child's progress is exceptional, considering their starting point when moving to the home. For example, the child has been successfully supported to develop their independence skills in preparation for moving on to supported living.

The child receives excellent support to develop their understanding of their feelings and emotions and how to communicate these effectively. Staff understand the child's preferred method of communication and consistently support the child in understanding the next steps. For example, staff use visual timelines with the child in their transition planning, to ensure that the child can fully participate and manage their feelings safely through conversations if delays occur.

Staff actively support the child to attend and make good progress with their education. The child now attends education regularly and is making exceptional progress. Staff advocate strongly for the child and support a bespoke educational plan to encourage their participation and progress, with a focus on building and maintaining social networks and enhancing life skills.

The child enjoys good health. Staff liaise with health professionals and support the child to attend all their appointments. The child is now able to contact medical professionals independently, with the support of staff when required. Staff have worked with the child consistently in key-working sessions on their negative view of medication. This has resulted in the child being able to make informed decisions about their medication, which is a skill that can be taken forward into adulthood.

The child receives comprehensive support to address their emotional and physical well-being. They benefit from intensive support from the organisation's therapeutic team, with additional support from partner agencies. The multidisciplinary team consistently guides staff on relevant strategies to support and enhance the child's progress and to adopt a consistent approach to support the child.

Positive feedback from external professionals recognises the effectiveness of the home's therapeutic approach. A common theme in feedback from professionals is the excellent progress the child is making, considering their starting point when moving into the

home. One professional said, 'The child has done really well, better than anyone would have ever imagined.'

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

The child receives help and support to manage their behaviour and feelings safely. The child's behaviour has greatly improved and there are fewer incidents that challenge staff. Staff use effective de-escalation techniques and strategies with the child if the child is becoming overwhelmed by emotions. Alongside this, staff use their knowledge and strong relationships with the child to understand their behaviour. Therefore, the child receives swift and well-coordinated responses from staff to keep them safe.

The number of incidents of behaviours that challenge have significantly decreased in frequency and duration. The manager and staff recognise triggers and have developed a trusting relationship with the child. This has allowed the child to feel secure enough to talk about traumatic events in their lives. The child is now able to confide in staff and be open about their feelings and emotions. As a result, the child has the right support from staff and external services to help them.

Staff undertake training in safeguarding and child protection alongside specific training in relation to the child's individual needs. Staff also benefit from bespoke training from the organisation's therapeutic team to understand complexities in behaviours and their safe management. Staff have regular supervisions and team meetings, which encourage consistent reflection and learning. Staff also participate in monthly multidisciplinary meetings, which include the organisation's therapeutic team and external professionals, to consolidate their reflective practice.

Staff use physical restraint as a last resort to keep the child and others safe. The least restrictive measure is used. All incidents are reviewed by the manager and reflection informs staff practice through debriefs. The child is spoken to following an incident and in regular key-work sessions, and staff use a restorative approach with the child following an incident.

Staff understand the risks that the child can be exposed to. Risk assessments are regularly reviewed, updated and shared with staff. This provides clarity and direction for staff if incidents occur, and staff follow these plans consistently.

The child knows how to make a complaint. If they do complain, this is investigated and resolved swiftly. The manager completes a full investigation and meets with the child. The manager also appropriately shares the outcome with the local authority designated officer when required.

The effectiveness of leaders and managers: outstanding

The manager is highly ambitious and committed to providing a home where the child can develop and flourish. The manager has implemented several positive changes in the home. One professional said, 'Since the manager has been in, I have seen a complete

transformation. He is very invested in staff and very child-focused.' The staff feel supported and have trust in his leadership. One staff member said, 'I trust him one hundred per cent.'

The manager has high expectations of staff. He provides excellent management oversight, supporting staff to be equally ambitious for the care provided to the children. He is a strong and tenacious manager who is proactive in advocating for the child. He has fostered effective links with partner agencies. The manager challenges shortfalls with partner agencies when required. As a result, there is a good multi-agency approach to the care of the child.

Thorough recruitment procedures are in place that ensure staff working with children are suitable to do so. The manager has effective systems in place to monitor and review their continued suitability. Staff are from diverse backgrounds and bring different skills and experience to the home.

Leaders and managers use the multi-agency team to provide research-led information and support for staff, which enhances their care of the child. Staff are highly motivated and committed to achieving excellence for the child. However, some staff have not yet completed the required qualification within the relevant timescale. This is an area for development.

Leaders and managers know their strengths and actively drive change to improve areas for development. This is achieved through staff training, regular team meetings and high-quality reflective supervision. The manager has excellent support from a strong leadership team who are equally committed to the care and progress of the child.

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

Recommendation

- The registered person should ensure that all staff in a care role, including agency or bank staff, must have the qualification in regulation 32 (4) within the relevant timescale listed in regulation 32 (5). ('Guide to the Children's Home Regulations, including the quality standards', page 53, paragraph 10.12)

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: 2545027

Provision sub-type: Children's home

Registered provider: Discovered Limited

Registered provider address: 4-4a Blackburn Road, Accrington, Lancashire BB5 1HD

Responsible individual: Thomas Mayer

Registered manager: Chris Leeman

Inspector

Caroline Coop, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024