

2562678

Registered provider: Flourish Childrens 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 provider. It can provide care for up to four children with social and/or emotional difficulties. There were three children living in the home at the time of inspection.

The home's manager was registered by Ofsted in August 2023.

Inspection dates: 30 April and 1 May 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: 6 June 2023

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
06/06/2023	Full	Requires improvement to be good
14/03/2023	Full	Inadequate
15/03/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience stability and a sense of permanence. One child has lived in the home for almost three years, one almost two years, and another child has recently moved in. This stability supports children to make good progress from their individual starting points.

Children's needs are thoroughly considered before they move in to the home, even when this is at short notice. Transition plans that are devised by staff ensure that children are kept safe, and staff know how to support the children already living in the home to minimise disruption.

Education is prioritised. Two of the three children are making good progress with their learning, and attendance is supported by staff. One child has experienced difficulties with engaging in education. The manager has worked with agencies to minimise the impact on the child's learning. An interim reduced timetable allows for alternative plans to be developed.

Advocacy is valued and promoted within the home. The children have access to an independent advocate and use this service regularly. Staff and the manager consult the children regularly and this can influence things, such as the menu, activities, and personalisation of the home environment.

Children know how to complain. When they have raised complaints, investigations have taken place and actions to address practice is taken. Children do not always receive a written response that details the outcome of their complaint.

Children are healthy. Staff have a good understanding of their health needs. When there are issues, such as poor personal hygiene routines, staff support children with this to help them to make progress.

Parents feel assured that their children are safe living here. One parent highlighted some concerns around communication between them and the home.

The environment is homely. There are pictures of children displayed on walls around the home. Children's bedrooms are personalised in the way that children choose.

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

Staff have a good understanding of children's life experiences and behaviour. Staff have built good relationships with children and this supports staff to manage incidents well. Incidents rarely escalate to physical intervention. The one incident where physical intervention was used, was proportionate to keep everyone safe. Appropriate discussions

were held with children and staff afterwards. Positive behaviours are promoted through incentives that are individual to children.

Staff have meaningful conversations with children. Staff often use activities to support children to increase their knowledge around subjects that are important to them. The manager has developed a clear plan to support conversations to be more focused around children's identified needs.

When children go missing from home, staff follow and ensure that they are safe. Staff alert relevant professionals in line with children's plans. Independent return-home interviews take place.

Risk assessments are individual to children's needs. They are detailed and contain strategies for staff to follow to support children. These include the importance of supporting children before they go into crisis, and clarifies how to respond if they do. Risk management in relation to one child is disproportionate to the risks present and the child's age. This has not supported this child to increase their independence or understand what support the child may need when spending time outside of the home.

Adults who work with the children have been safely recruited. However, the systems in place to record decision-making around employability are inconsistent. Induction records are not always completed, and one record contained incorrect information.

The manager has not informed Ofsted about a notifiable event relating to a child protection enquiry. This prevents Ofsted having oversight of safeguarding concerns and the actions in response from the home and partner agencies.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. The manager has built effective links with the wider network to support good outcomes for children.

The manager has good systems in place to ensure that there is effective oversight of children's progress and staff development. This ensures that children receive care in line with the statement of purpose, and any shortfalls are identified and rectified in a timely way.

Staff receive good-quality, regular, reflective supervision from the manager. There is equal balance of praise and challenge of practice. Team meetings are held monthly and offer staff a safe space to discuss the children, wider issues, and reflect on what is working well and what may need to change.

The staff team works together to ensure that agency staff are not required. This supports consistency of care for children. The manager ensures that mandatory training is kept up to date. The provider has worked hard to upskill staff. Staff who have worked in the home for over two years have achieved their qualification in line with the timescale outlined in the regulations.

The manager's quality of care review lacked analysis of the information provided and lacked an understanding of children's views and how they have informed practice within the home. This was a requirement from the previous inspection and has been restated.

Records of consequences do not capture the details effectively. The manager has missed opportunities to evaluate the patterns to children's behaviour.

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, 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 must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (1) (2)(b) (4)(b))	4 November 2024
The registered person must notify HMCI and each other relevant person without delay if— a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry). (Regulation 40 (4)(d)(i)(ii))	10 May 2024

Recommendations

- The registered person should ensure that all incidents of control, in particular consequences, are subject to systems of regular scrutiny to ensure that their use is fair and their effectiveness is evaluated to further inform children's plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)
- The registered person should ensure that when children make complaints, they receive a written response, outlining the actions that the provider has taken in response to the complaint. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.20)

- The registered person should ensure that recruitment and induction records are in line with the policies set out by the provider and ensure that children's safety is maintained. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2562678

Provision sub-type: Children's home

Registered provider: Flourish Childrens Services Limited

Registered provider address: Flourish Childrens Services Limited, 96 Blacker Road, Birkby, Huddersfield HD1 5HN

Responsible individual: Faryal Mohammed

Registered manager: Jill Witherspoon-Smith

Inspector

Joanna Beal, Social Care Inspector

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