

2568363

Registered provider: Accalia Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for one child who may have social and emotional difficulties.

The manager has been registered with Ofsted since July 2022.

Inspection dates: 11 and 12 September 2023

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: 23 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/11/2022	Full	Good
26/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, one child was living in the home. No children have moved in or out of the home since the last inspection in November 2022.

Staff know the child well. They listen to the child and have built trusted relationships with them. The child had been attending a club which they lost interest in. Staff listened and supported the child to find an alternative club, which they are happy to attend. This ensures that they have access to activities they enjoy and helps build their social circle. The child has also enjoyed new experiences, including a trip to the theatre and a holiday.

Staff place the well-being of the child at the centre of their practice. The child's achievements are celebrated and appropriately rewarded.

The child knows how to make a complaint and staff regularly consult the child about their care and support.

Staff support the child to develop independent living skills to help equip them for adulthood. The child attends school and staff support with them with their education by encouraging them to complete homework and additional tasks that will help them to achieve their potential.

The environment is homely and comfortable. Since the last inspection, the registered manager has made improvements, including redecorating the child's bedroom and other areas. The child's bedroom is cosy and personalised with all the things they like. The child is happy with their bedroom.

Staff support the child to stay healthy. The manager recently made a complaint to a health support service as the child was not getting access to the help they required. This resulted in the child getting the support they needed. Staff support the child to attend appointments and encourage and support them to look after their health.

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

Staff help the child to manage their feelings and behaviour safely. Staff implement consistent boundaries and help the child understand the consequences of their actions. Positive behaviour is promoted and restraint is only used as a last resort to keep the child safe from harm. When restraint has been used, the child and staff are spoken with promptly to reflect on the experience. There is a culture of learning from incidents and staff are encouraged to reflect and think about what can be done differently to reduce the need for the child to be held. The number of incidents in the home is reducing.

Staff keep risk assessments up to date and plans set out what action should be taken to address the risks. Staff fully understand these plans and follow them to ensure the child receives consistent support that helps them to feel secure.

When the child has made allegations about staff, they have been taken seriously and investigated, to keep everyone safe. The child is informed in writing of the outcomes of these investigations. This is followed up with a discussion with the child to ensure they understand and are happy with the outcomes.

Medicines are managed safely to ensure the child receives these as prescribed.

The effectiveness of leaders and managers: good

Since the last inspection, the manager has been able to focus their time on this home only, having previously also been a dual registered manager, overseeing two homes. This has led to improved oversight. The manager knows the child well and has a good understanding of their progress. He shows an ambitious vision for improving care for the child and for helping the child to get access to the right services to meet their needs. The manager has actively challenged when the response from services has not been effective, including making a complaint. They continue to advocate on behalf of the child.

Professionals are kept up to date on the child's progress and staff attend meetings to share information and to help the child make progress in all areas. The manager continues to develop relationships with external professionals to ensure the best possible holistic support for the child.

The home is suitably staffed with a consistent staff team. Staff receive training and have regular supervision sessions. Since the last inspection, the recording of supervision has been improved to show reflective, practice-based discussions take place, to improve the care provided to the child. There is a supportive environment for staff where learning is encouraged.

Staff and the child are being asked for their feedback and ideas on how the home can be further developed. There are plans for this feedback to be developed into plans for improvement.

Since the last inspection, staff recruitment processes have been strengthened to ensure that checks on new staff members meet regulation.

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: 2568363

Provision sub-type: Children's home

Registered provider: Accalia Care Services Ltd

Registered provider address: Radclyffe House, 66-68 Hagley Road, Edgbaston, Birmingham B16 8PF

Responsible individual: Leaford Williams

Registered manager: Michael Haddock

Inspector

Tara Lovatt, Social Care Inspector

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