

# 2588370

Registered provider: Blue Mountain Homes Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned and provides care to three children who may have social and emotional difficulties.

Three children were living in the home at the time of the inspection.

The manager is suitably experienced and registered with Ofsted in January 2022.

### Inspection dates: 22 and 23 November 2023

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| 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:** 13 December 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 13/12/2022      | Full            | Good                 |
| 12/10/2021      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children have made significant and sustained progress since coming to live at this home. Children attend school full time or are supported by staff to attend an alternative provision. Staff encourage children to think about their future, their plans and aspirations for the future.

Staff and children have very trusting and nurturing relationships. The care provided by staff is individual to each child. Staff understand changes in children's behaviours that can lead to challenging or difficult situations. One child said, 'They [the staff] can tell how I feel.' They also added, 'There is nothing that I couldn't tell staff.' Another child said, 'They [the staff] always say 'tomorrow is a new day'' Staff connect behaviours to feelings and support children in a positive, calm, and empathetic way.

Staff are consistent in the care they provide to children. They remain focused and determined to meet the needs of the children. Children's needs, wishes and feelings are at the centre of everything that staff do. As a result, children experience a sense of belonging, feel loved and safe, and are happy.

Children enjoy new activities and experiences, sometimes for the first time. Regular meetings are held with children to explore their wishes and feelings. These include discussions about activities, interests, and requests. Clear plans are put in place in response to these requests. Children feel valued, listened to, and cared for by staff.

Children have well-planned moves in to and out of the home. Thorough consideration is given to the needs of new children, the children already living in the home, and staff skills and knowledge to be able to meet the needs of individual children. One member of staff said, 'We have a method for when a young person moves in to the home; this is putting their feelings first.' When one child moved in to the home in an emergency, the support provided by staff to the child went above and beyond. Staff adapted to the needs of the child and provided constant reassurance and empathy.

Staff celebrate children's progress and achievements. Every day, staff write in personalised books for each child about something that has gone well for the child, even on the most challenging of days.

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

Staff understand children's risks. The risk assessments completed by staff are comprehensive, regularly reviewed, and consistently implemented. They include all

known behaviours for each child and detail the best ways for staff to respond. As a result, staff are continually aware of risks and how to keep children safe.

Children do not regularly go missing from care. When they do, staff manage this well and take every possible step to locate children. This includes excellent communication with other professionals. Children are provided with emotional support by staff when they return home. Staff take time to listen to children and understand why they left the home. One child said, 'I am happy and safe here.'

Children know how to complain. Children say that they would go to any staff member if they had an issue and are confident that this would resolve the matter.

Staff proactively promote positive behaviour for children. Staff are good role models for good behaviour and help children to reflect on how their behaviour impacts others. Discussions held with children by staff focus on reassurance and learning different ways to manage their emotions. Staff manage conflict and tension because they know the children exceptionally well. The care provided to children is consistent and predictable, and this helps children to gain a sense of belonging and security.

Staff have an excellent understanding of the impact of childhood neglect and trauma. The provider's preferred approach to working with children is fully embedded. This results in staff being playful and accepting while being curious and empathic. Children and staff always can learn and develop positively.

### **The effectiveness of leaders and managers: outstanding**

The manager has high aspirations for children and inspires the staff to improve the lives of children. The manager leads by example and supports staff with the care provided to children. He is ambitious, enthusiastic, and experienced. This has contributed to high morale and dedication throughout the team.

Staff training is effective, helping staff to develop skills and provide exceptional care to children. The training is enhanced by the knowledge shared by staff within the team. The manager is clear about the ethos and model of care that he wishes to promote across the home. Staff have received comprehensive training, and this is embedded in daily practice.

Team meetings and professional supervision are regular and reflective. Staff are encouraged by the manager to progress their own development, but also recognise their commitment and dedication to children.

The manager and staff communicate well with local authorities and other external professionals. The manager involves external professionals in children's care, including challenge when this might be required, to ensure that each child's needs are met. A social worker said, 'They [staff] have a brilliant attendance at meetings, they always make an effort to ensure some attends and every professional from the home who have attended are brilliant at advocating on what they feel is best for the child.'

A wealth of evidence is available to support sustained improvement for children over the last year. This covers all areas of their development, including education, healthcare, and more social opportunities and new experiences. One parent said, 'It's amazing that [name of child] seems to have settled and is much happier. [Name of child] is obviously thriving through the responsibility of her job and is engaging with her tutor, I am extremely happy with this progress.'

Staff are well supported by the manager and deputy manager. One member of staff said, 'The manager has a philosophy, and the staff have bought into this, which is the children are at the centre of everything we do.'

## **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:** 2588370

**Provision sub-type:** Children's home

**Registered provider:** Blue Mountain Homes Ltd

**Registered provider address:** Unit 20-21, Pullman Business Court, Mallard Way, Pride Park, Derby DE24 8GX

**Responsible individual:** Pradeep Manaktala

**Registered manager:** Christian Harrison

## Inspectors

Kathryn Hurley, Social Care Inspector  
Rebecca Dubbins, His Majesty's Inspector

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