

2590109

Registered provider: 4 Pure Heart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home which provides care for up to two children. The provider's statement of purpose states that children may have severe emotional and behavioural difficulties (emotional and social difficulties).

The manager has been registered with Ofsted since June 2020.

Inspection dates: 6 and 7 December 2022

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

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

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: 15 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, one child was living at the home and is exceptionally well cared for. The child is supported to build strong and positive relationships with staff. The child has a strong stable team of staff who work well together with the child. Any changes to staffing are managed sensitively, with new staff introduced gradually. This helps the child to feel safe and secure. The child has made substantial progress from their starting point.

The home is comfortable and homely. The child's bedroom is personalised to their taste. Communal areas have photos showing the child and staff spending time together and taking part in enjoyable and exciting activities. The child said, 'This feels like home, they care about me here.' A significant amount of care and attention has been taken to make this a welcoming home with a family feel.

Staff have very high aspirations for the child and support the child's engagement in education. Due to the child's very complex history, they have missed a significant amount of education. Staff have worked extremely hard to support the child to engage with education. This has been successful and has resulted in the child gaining educational certificates and enrolling onto a college course this year.

Staff communicate very effectively with each other when caring for the child. They offer consistency and stability across the team. This means the child understands their boundaries, feel very safe and secure.

Staff offer genuine warmth and acceptance to the child in their care. Because of this, the child chooses to spend time with staff and enjoy that time having fun. The child has developed strong, trusting relationships with staff, which have helped to increase their feelings of confidence and self-worth. A social worker said, 'Staff have worked a miracle with [name of child], gaining their trust'.

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

The child is kept safe. The staff understand the child in their care extremely well. There are detailed risk assessments which are regularly updated to reflect any changes for the child. The risk assessments capture all the known risks and identify strategies for staff to follow. These are effective in reducing risks. The regular review of the risks for the child show that risks have reduced enormously.

Managers and staff have a detailed and well-researched understanding of child development and the effects of early life experiences. The model of care provides the child with a sense of family membership and belonging.

Staff have a comprehensive understanding of the child, their complex history and their needs. They offer lots of nurture and support to ensure that the child's emotional needs are met. This has meant that there has been a huge reduction in the number of times the child has been missing from care.

The staff and manager have worked exceptionally well with partner agencies, such as health and the local authority, to reduce risks for the child. Risks have not been eliminated, but they have been significantly reduced. A health professional said, 'Everyone has been coming from the same place. The decisions around managing risks have been collective decisions.' This collaborative working and trust in the child has led to a significant reduction in risks.

The effectiveness of leaders and managers: outstanding

The registered manager is very passionate about providing an environment which is like a supportive and caring family home. The manager is very child-focused. She knows the child and the staff team extremely well. She is aware of the home's strengths and weaknesses and uses highly effective monitoring systems to identify when change or improvement is needed. The child thrives in this environment and is extremely well supported.

Staff have access to regular, reflective supervision with the manager or senior staff members. They also have access to annual appraisals to support them to identify any learning needs or development opportunities. Having this in place motivates staff, keeps them engaged and helps them to remain enthusiastic about their role.

The manager places a strong emphasis on 'psychological safety'. This is a model of care which encourages and supports staff to communicate effectively with each other and feel safe to raise any issues they may have. The home has a stable, consistent team of staff who communicate with each other very effectively.

Staff trust the manager and feel secure in their role and in the excellent quality of care they are offering the child. Staff express their genuine love for the job and get a great deal of satisfaction in their caring role. They feel that the manager is an organised and supportive leader. A member of staff said, 'She [the manager] is inspirational. She has very high standards'.

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: 2590109

Provision sub-type: Children's home

Registered provider: 4 Pure Heart Limited

Registered provider address: Atlantic Business Centre, Atlantic Street,
Broadheath, Altrincham, Cheshire WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Nazreen Bi

Inspector

Cathy Wilkins, 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 children looked after, 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 reports.ofsted.gov.uk/.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: 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 2022