

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 that provides care for up to two children. It provides care for children who may have emotional and social difficulties. At the time of this inspection, one child was living at the home.

The manager registered with Ofsted in June 2020.

Inspection dates: 6 and 7 November 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 19 December 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2023	Full	Outstanding
06/12/2022	Full	Outstanding
15/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, one child moved out of the home after living in the home for almost two years. The child made significant progress in several areas of their life. One child moved into the home in the summer. Both children's moves were well planned and supported remarkably well by the manager and staff. In addition, staff continue to meet up with a child who moved out over two years ago.

Children have made exceptional progress living in this home. A therapist said, 'It is the most settled they [name of child] have been in years.' Additionally, a parent said, 'The patience of the staff is unreal.'

Staff create positive relationships with the children. A child talked positively about the difference that the staff have made to their life, including the great relationships they all have with the staff. Children said that the home is a 'fun place to live' and that they do lots of activities with staff. Staff are flexible and able to adapt to different children's needs.

Staff went over and above to provide support for one child to enable them to sit their GCSE exams, despite several challenges that the child faced. One headteacher said, 'Communication is excellent, they [staff] are always trying to come up with different solutions.'

Children have not always been in a formal education provision due to reasons outside of the provider's control. However, the manager persistently escalates their concerns and ensures that the staff continue to support children for an inevitable return to a school environment. Staff have been imaginative and creative in the ways that they promote learning in the interim. Staff have completed activities such as making lava lamps, baking bread and visiting local museums. Additionally, a tutor supports the children's educational needs. One tutor said that a child has made 'massive progress' in preparation for a return to school.

Children's health and well-being have significantly improved since living in the home. Children's previously unmet health needs have been met, such as immunisations, physiotherapy appointments and dental procedures. Children also receive support for their emotional well-being. Staff support weekly therapy sessions and are flexible in how these are planned to prevent the child disengaging with the support that they require.

Children's views and wishes are at the heart of staff practice. The manager has monthly discussions with each child about their care plan, and their voice is captured on all care records. Children are encouraged and supported to attend their reviews. As a result, children feel heard and involved in the decisions made about their lives. Additionally, children are supported to meet with advocates to gain an understanding of their role and the support they can provide.

The manager requested life-story work for one child. This is now ongoing, in line with the child's wishes. The manager has sought information from other professionals to create a visual timeline of the child's life. This is included in a child-friendly placement plan, which the manager has coproduced with the child.

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

Staff ensure that the children's safety is the top priority. Staff demonstrate a strong knowledge of safeguarding practice and are aware of the individual risks for the children who they support. Staff take appropriate and effective action when concerns arise. As a result, children are consistently protected from harm.

Comprehensive and thorough planning prior to children moving in ensures that staff are aware of children's needs and behaviours. This meant that an incident that occurred shortly after a child moved in was managed meticulously. As a result, there have been no further incidents.

Staff have a comprehensive understanding of the children's needs, which is guided by robust risk assessments and behaviour support plans. Children are helped to voice how they prefer to be supported at times of distress. When staff use physical intervention, this is proportionate and necessary to prevent harm. Staff aim to use the least-restrictive measure possible. Children are spoken to afterwards to obtain their views and to help them understand why this was used. This helps to rebuild relationships.

The staff create an environment where children are safe and secure. Children no longer leave the home without staff agreement. Children are encouraged to attend extra-curricular activities to support their social skills and develop friendships in the local area. This has included army cadets and local youth clubs. One child has recently raised money for charity by hosting a charity bake off event, which was attended by staff.

Restorative practice is evident, with any consequences being purposeful and reflective. Consequences are reviewed and amended if a child engages in learning or displays empathy. The staff are creative and imaginative in ways that they support children to reflect on their actions.

The effectiveness of leaders and managers: outstanding

The manager is qualified, exceptionally dedicated, committed and child focused. She is a positive presence in the home and has managed the home consistently and confidently since the home was registered.

The manager is supported by an experienced deputy manager and, together, they have high aspirations for children. The manager has created an environment where staff feel supported and valued. One staff member said that the support is 'phenomenal'. Another staff member expressed that the manager and deputy 'go above and beyond' to support the team.

Staff meetings are held monthly and are exceptionally well planned. The staff meetings cover a vast range of topics to ensure that children's needs are met. Team meetings are child-focused and promote team development, and the notes taken are detailed. The manager supports the deputy manager to deliver some team meetings as part of their appraisal action plan. This means that the deputy has the skills to manage the team in the absence of the manager.

The manager and deputy manager provide the staff team with motivational, good-quality supervision sessions. This allows time for staff to reflect on their relationships with children and to identify de-escalation strategies, which have been successful. There are clear, effective actions set. As a result, staff have developed confidence and their progression is evident.

Staff appraisals take place annually. However, feedback from children is not included. This is a missed opportunity to further ensure that children's views are obtained. Probationary reviews are held in line with the workforce development plan. They are thorough and identify areas for staff to improve their practice.

There has been no use of agency staff due to there being a stable staff team. When there are gaps due to annual leave or staff sickness, the manager and deputy make themselves available to support the consistency of care for the children. The manager is also completing a management course in psychological safety, which seeks to support staff retention.

Through detailed planning, the manager can identify appropriate and relevant additional training for the staff team. The manager ensures that staff receive training in line with the children's needs. This has improved staff confidence in adjusting and tailoring their practice.

When there is a delay in children securing the support that they need, the manager is proactive and escalates her concerns to the relevant professionals. As a result, a tailored course is now being developed by an external organisation while awaiting the input of direct support for children.

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

Recommendation

- The registered person should ensure that appraisals take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 3 Atlantic Business Centre, Atlantic Street, Broadheath, Altrincham WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Nazreen Bi

Inspectors

Kitty Wiper, Social Care Inspector
Kerri Lynch, Social Care Inspector

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