

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).

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 19 January 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

The manager has been registered with Ofsted since June 2020.

Inspection dates: 15 and 16 February 2022

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: good

The child has progressed extremely well from their starting point. The child has been offered a range of activities and has had lots of fun and new experiences with staff. Staff know the child well and are highly committed to supporting the child's progression. The child told the inspector: 'They [the staff] have stuck by me at times when others have not.'

The child has been supported to build secure relationships with the adults who provide care. Staff and the manager listen to the child's views, wishes and feelings. Weekly meetings take place to discuss meals and activities that the child likes. The child has been able to influence some of the important decisions that affect their life. This has helped the child to feel empowered and in control of their own future.

Staff communicate well with each other and are consistent in their approach to caring for the child, providing reliable, thoughtful responses. Staff are invested in the child's happiness and genuinely care about the child's well-being. This means that staff provide stable routines and clear boundaries. Positive behaviour is encouraged. Individually tailored and realistic rewards are in place. As a result, the child has something to aim for each day.

When the child moved into the home, careful and sensitive planning helped to prepare them for moving in. Visual plans were shared with the child, who was made to feel very welcome. Staff have compiled 'memory books' with the child during their time at the home. This is a record of all the exciting activities the child has participated in. When the child moves out of the home, they will take these books with them, which will help them to remember and understand their time in care as part of their life journey.

The child is supported to attend part-time education, and is making progress at school. The staff offer additional education activities during school hours. Recently, the child has not participated in the additional activities. Staff are working hard to support them to re-engage in education.

The home is well presented and comfortable, and the child has everything they need. Small changes are necessary to make it feel more like a family home.

The care and support required are extremely complex. The manager and staff are providing care that is high quality. The child has made extremely positive changes in their confidence and outlook.

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

The staff know the child in their care very well. There are detailed risk assessments that identify any known vulnerabilities for the child effectively. The risk assessments are regularly updated to reflect any changes in risk for the child. The risk assessments are realistic and effective. The child reports that they feel safe, are well supported and are happy in this home.

Since the monitoring visit, there have been a high number of missing-from-home incidents. The number of incidents has reduced over time, and there was a period of several months when the child did not go missing from home. More recently, there has been an increase in missing-from-home incidents. When the child goes missing from home, there is a thorough, coordinated response from staff that reduces risk by returning the child home quickly. There is a clear plan in place. Staff look for the child and are committed to ensuring their safe return.

The home has effective links with social workers, local authority designated officers and other safeguarding agencies. There is good communication about safeguarding issues. These links support a coordinated response to keeping the child safe.

Safer recruitment procedures are followed. Regular monitoring of staff ensures that people who are recruited are suitable to work with children. The abilities of staff have been matched to the child's needs. A professional said: 'Staff are approachable, open and honest. They keep us up to date, and if there are any issues, we discuss them together.' The child has a reliable group of professionals who work well together to provide support and to keep them safer.

The effectiveness of leaders and managers: good

The registered manager is an inspirational leader. She is confident and ambitious for the child and has been influential in helping them make positive changes. The child is thriving and is well supported. The manager knows the child and the staff team extremely well. She is aware of the home's strengths and weaknesses and uses effective monitoring systems to identify when change or improvement is needed.

Staff have access to regular reflective supervision with the manager or deputy manager. They also have access to annual appraisals to support them to identify any learning needs or development opportunities. The staff speak very positively about their manager. Staff say that the manager and the deputy manager are approachable, supportive and go above and beyond for the child.

The children's home has a stable staff team. Staff trust the manager. They feel secure in their role and in the quality of care they are offering the child. The child knows the staff who are caring for them extremely well and is aware of who is going to be there for them all the time. The stable staffing arrangements and consistent rota system provide a predictable environment and help the child feel safe and secure.

Leaders and managers have excellent working relationships with partner agencies, schools and family members. This ensures the very best possible experiences and futures for the children in their care. A parent said: 'The manager and the staff have taken the time and stood by [Name of child]. They really care for them. It's not like a care home.' Promoting positive family relationships, and maintaining contact, will help children to maintain a sense of self and to maintain family bonds.

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

Recommendations

- The registered person should ensure that the child is supported to engage in full time education, and, until a place in full time education is identified, the registered person should ensure that the child is supported to engage in structured activities during school hours. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)
- The registered person should ensure that the home is presented as a family home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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,
Altrincham WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Nazreen Bi

Inspector

Cathy Wilkins, Social Care Inspector

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