

2594859

Registered provider: Conquered Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children with emotional, social and special educational support needs, including learning disabilities.

The manager registered with Ofsted in June 2022.

Inspection dates: 6 and 7 February 2023

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	good
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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: 23 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/11/2021	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. They will remain the only child living there due to the level of support required. The child is happy, settled and making exceptionally good progress. The child benefits from stability and has a genuine sense of belonging. The child's parent said that staff are very accommodating and committed to providing long-term care and that this is the most settled the child has been.

Staff fully understand the impact of the child's complex needs and past trauma. The staff are excellent role models, and their interactions with each other and the child create a calm and respectful culture.

The child's overall experiences are excellent. They receive outstanding care from a dedicated and consistent staff team. Staff build trusting relationships with the child and have a comprehensive understanding of their needs. Staff communicate in the child's preferred style. They use creative play to communicate, often using their hands as puppets and changing their tone of voice for different characters.

Staff work closely with an art therapist and psychologist. Their expertise helps the staff to develop invaluable strategies to enhance their practice. The communication between the staff and these professionals is seamless. Consequently, the child is supported in a consistent way by skilled and knowledgeable staff.

Staff support the child to enjoy activities that reflect their interests and widen their community involvement. The child has made extensive progress and is enjoying a weekly meal out and community bus trips, visiting the hairdressers and attending a youth club. Staff support the child to make memory books of these experiences. This participation helps the child to make a positive contribution and build positive childhood memories.

The staff ensure that the child has protected time with people who are important to them. Staff communicate exceptionally well with the child's parent and recognise the importance of the relationship. The child's parent has the utmost confidence in the staff team and said that the staff provide constant reassurance to them. Supporting family relationships in this way improves the child's sense of identity and well-being.

The child moved to the home without an identified education place. Staff have worked extensively with the local authority to source a specialist education place; however, this has not been successful. Staff value the importance of education and have consistently provided the child with a daytime routine that mirrors the school day. The child is engaged in home tutoring, and staff support the child with lessons and activities. The child is making substantial progress from their starting point.

The home decor has been chosen by the child, and it is modern, vibrant and homely. This helps to create a nurturing home that reflects family values and meets the child's needs.

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

The child has become significantly safer since moving to the home. The safeguarding systems are comprehensive and efficient. Staff are vigilant and professionally curious, and these approaches protect the child.

The staff have strong relationships with the child. Staff implement behaviour support plans effectively, which reduces incidents and unwanted behaviours. Staff are highly skilled in de-escalation techniques to deflect incidents. They know the child very well and quickly use distraction techniques, such as dancing or hand puppets, when the child starts to show signs of distress.

The child has experienced multiple placement breakdowns and has since settled at this home. The staff identify triggers to the child's anxiety effectively with the support of the psychologist. This helps to reduce the child's anxieties.

Physical interventions are rarely used. When these are used, they are necessary and proportionate. The manager ensures that the staff who are involved have a timely debrief and explore how to prevent a recurrence. The child is supported to express how they felt and make sense of the incident. Being open to learning from incidents and supporting the child in this way help to reduce the number of physical interventions used.

The managers have embedded a culture of restorative approaches in place of consequences. Positive behaviour is consistently rewarded with an item from the lucky dip box every day and a weekly happy reward day. Staff have wholeheartedly embraced this approach, which is regularly discussed in team meetings. Staff give considerable thought to organising rewards that the child will enjoy. This approach helps the child to feel valued and allows them to benefit from less conflict.

The managers take swift action in response to safeguarding concerns. There is prompt consultation with the local authority designated officer following any concerns about adults. The managers inform Ofsted of all allegations and provide ongoing updates. Overall, the safeguarding procedures are highly effective in keeping children safe.

The effectiveness of leaders and managers: good

The manager is suitably experienced and is working towards a level 5 qualification. This inspection was supported by the responsible individual because the manager was unavailable.

Professionals and the parent speak highly of the care, diligence and support for the child, and particularly the longevity of the child's placement. They say that the managers and staff advocate passionately on behalf of the child.

Staff morale is high. Staff speak highly of the management team. They feel well supported, valued and equipped to fulfil their roles. Staff receive regular child-focused supervision. Supervision guides staff, with a strong focus on their development. Supporting staff in this way helps to retain staff and enables them to provide high-quality care for the child.

New staff benefit from a detailed induction that helps them to understand their roles and responsibilities. Staff said that the training provided is effective and helpful. Staff value and commit to team meetings, where they are encouraged to share learning from practice.

The staff have successfully provided a happy, warm space in which the child can learn and grown.

Management oversight is comprehensive. The managers regularly monitor records with meaningful oversight and comment. Internal and external monitoring systems are used to review the home's progress. Excellent oversight of the home ensures that ongoing improvements are made.

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: 2594859

Provision sub-type: Children's home

Registered provider: Conquered Limited

Responsible individual: Jacqueline Patel

Registered manager: Nafeesa Arif

Inspector

Paula Lewis, Social Care Inspector

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Piccadilly Gate
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M1 2WD

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