

2599037

Registered provider: G&S caring for children and young people ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It provides care for up to three children who may have emotional and social needs.

The home is led by an experienced registered manager.

Inspection dates: 12 and 13 October 2022

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: 17 June 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in a warm, loving home with a strong family feel. The atmosphere is calm and relaxed. Staff make every effort to ensure that each child feels comfortable and welcomed. For example, the home has a 'family tree' mural on the wall with photos of staff, children and the pets. This helps children feel a sense of belonging.

The home provides a consistent and safe environment. Children feel safe, secure and confident in expressing their views, feelings and wishes. One child said: 'I feel safe. It is my home.' The dedication from the staff means that children make exceptional progress from their starting points. For example, one child who previously engaged in risk-taking behaviours now successfully spends independent time in the local community with her friends.

Children make exceptional progress in education. Children who have had long periods out of education are now attending and making tremendous progress. There are excellent systems in place to review the progress that children make. Effective partnership working supports children to achieve their full potential. For example, one child has not been in education for over two years but now attends college full time, having recently passed their GCSEs.

Staff go above and beyond in their efforts to make sure children are well cared for and have excellent experiences. One child said: 'They took me to Hungary to see my mum and little brother. They were amazing. It's just like home.'

Living at the home enhances children's lives and leads to better outcomes. Children are always placed at the centre of the practice. One staff member said: 'The home is a beautiful residential home which aspires young people to feel empowered, heard and loved. The young people are able to enjoy their lives, build relationships and remain safe and cared for.'

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

Multi-agency working with external professionals is a strength. This approach promotes the full involvement of the professional network around the child. One professional said: 'It is unusual to see a change in trajectory of a child being unsafe to where she is now in such a short time. Communication is brilliant. The provider is so good.'

Children are safe due to the actions of the staff, who act as responsible parents. The children say they feel safe. Clear guidance for staff to follow is recorded in written risk assessments. Children and staff have developed the use of safety words for

when children feel at risk. This helps to ensure that the children are better protected from harm.

The manager and staff demonstrate a great understanding of the vulnerabilities and potential risks posed to the children. Staff are knowledgeable and use safeguarding protocols and procedures when required. Managers have reported incidents to other agencies and professionals to ensure that all actions are taken to keep children safe from harm.

The staff team has remained constant. This continuity of care helps the children to remain settled and content in their home environment. Members of the staff team use their skills and relationships with children to manage behaviour. They are confident in this area of practice. There are very few incidents at the home, and restraint is only used as a last resort. However, there have been a small number of shortfalls in the recording of incidents. This has not impacted on the safety of children.

The manager has been commended by a professional for their work in managing a child's complex child sexual exploitation risks. The manager and staff have worked far beyond expectations to support the child and have ensured her safety. The team worked skilfully with multiple external agencies, sharing intelligence and continually reviewing the level of risk to ensure the child received specialist support to keep themselves safe.

The effectiveness of leaders and managers: outstanding

The manager is experienced and highly skilled. She is passionate about providing the very highest standards of care for children. The manager's leadership style inspires staff to be excellent practitioners. Staff are proud to work at this home. One staff said: 'I have never worked at a place that feels so like home.'

The manager carries out robust monitoring and oversight of systems. For example, when they identified shortfalls in the reporting of an allegation, staff completed additional training to improve their practice. Although staff have not received regular supervision, they said: 'Managers are inspirational and have an open-door policy.'

Managers implement a restorative approach to the management of behaviour to educate children and enable them to learn from their experiences. Implementation of natural consequences supports and encourages children to make choices in a safe environment.

The staff training programme, particularly in relation to safeguarding, is extensive. Staff receive a range of other training. The training increases staff knowledge and awareness of the issues relevant to the children. The learning from this is implemented into day-to-day practice.

Thorough recruitment processes are in place to ensure that children are cared for by safe adults. Managers have developed excellent relationships with internal and external colleagues who have considerable confidence in the care provided to children. One professional said, 'Teamwork and leadership are two significant factors that contribute to the progress of the child.'

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

- The registered person should ensure that records of restraint are completed and signed as part of effective monitoring. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 2599037

Provision sub-type: Children's home

Registered provider: G&S caring for children and young people ltd

Registered provider address: 11 Foxglove Close, East Goscote, Leicester LE7 3QS

Responsible individual: Amanda Siddons

Registered manager: Wendy Greaney

Inspector

Linda Mason, Social Care Inspector

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