

2600259

Registered provider: Restorative Social Care Services Ltd.

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to two children who may experience social and emotional difficulties. Two children were living in the home at the time of the inspection.

The manager registered with Ofsted in January 2024.

Inspection dates: 14 and 15 May 2024

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2023	Full	Good
10/01/2023	Full	Requires improvement to be good
15/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children at this home benefit from natural and trusted relationships with staff. Staff know the individual needs of children and what helps them to make progress. Children are happy and comfortable in their own home. They have a sense of permanence and belonging. One child is particularly proud of the photos of both children and staff that are displayed around the home. The child refers to these as 'family photos'.

Children make progress in all areas of their lives. They attend full-time education and are all making good progress from their individual starting points. Staff are ambitious for children to reach their academic potential, and communicate well with education staff to achieve this. Children are developing a firm foundation on which they can build their future.

Children are supported to develop and become increasingly independent. Staff use a stepped approach to encourage children to build and develop independence skills without them becoming overwhelmed. One child has been encouraged over time to walk a longer distance to meet staff at the end of school. This approach has been successful, and the child is proud of their progress.

Children are supported to settle quickly at this home. When children move to the home, even if this is at short notice, there are plans in place to ensure that this goes as smoothly as possible. Assessments are carried out to review the relationships between children. Children living in the home are prepared for any new children and their needs are considered. This promotes calm and settled relationships between the children.

The management of the home promotes clear and consistent boundaries for children. These are underpinned by a very well understood model of care. Staff are suitably trained and experienced in using the model of care. This is reflected in behaviour support plans and risk assessments. Children can earn vouchers to spend as they choose. Children are awarded these vouchers for achievements, positive outcomes, and following their care plans. Children have their own child-friendly copies of their care plans, and understand the rules and expectations of staff. Children at this home do well due to the individual care and support given by staff.

Children make sustained progress with their health. Children participate in arts and crafts and create mood boards with staff. These boards are themed and represent issues that are important to the children. One recent board was created around personal hygiene. Consistent support with complex needs and behaviours has significantly improved the health of one child. This has meant that previously prescribed health equipment and medication are no longer required.

The wishes and feelings of children are actively sought at every opportunity. Children take part in house meetings and individual discussions with staff, and complete feedback

forms. Children have activity plans in place, which reflect their individual abilities and choices. One child who was previously reluctant to leave the home without staff, is now attending a local youth group. Staff visited the group before the child attended to make sure it would meet the needs of the child. The child has progressed to attending twice weekly without staff support. They are keen to join the holiday club and attend activities.

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

Staff understand risks to children. This includes how past experiences have affected them. Up-to-date risks assessments reflect known individual risks to the children. When unknown risks are identified, these are responded to and reflected in the children's plans. Staff are clear about the support that children need to stay safe. Children living in the home said they feel safe.

Children very rarely go missing from this home. When a child who previously lived at the home went missing, the plans in place to reduce harm to them were detailed. Staff looked for the child when they were missing. The necessary steps were taken to make sure that they were found safely. The child was offered the opportunity to talk to someone about what had happened, and additional support was offered from outside agencies. The risk of harm to children is reduced because of the actions taken by staff.

Staff have meaningful conversations with children. This helps children to understand and manage their emotions and behaviours. Kind and thoughtful conversations are supported by the use of resources such as books, leaflets and dolls, and additional support is welcomed from other professionals when necessary. Staff use effective de-escalation and distraction techniques. Staff very rarely need to physically intervene to keep children safe, which means that children at this home feel secure and valued.

Feedback from professionals about the home is very positive. Staff are described as responsive, proactive and good at communicating and highlighting concerns. When an incident occurs, it is dealt with in a timely manner and information is shared appropriately. Staff ensure that they focus on the needs of children, and make every effort to understand the triggers for children's behaviours. Children are helped to develop effective coping strategies. This helps children to recognise and manage their own emotions better.

The careful recruitment of staff keeps children safe. Recruitment is clear and organised, and verification checks take place before staff begin working with children. Questions are asked as needed and steps taken to keep children safe. The manager has oversight of recruitment. He provides regular supportive supervisions and completes an appropriate induction with new staff.

Children live in a calm and homely environment. The home is spacious and well decorated. Children have opportunities for play, to have personal space, or spend time with staff. The physical environment is safe and secure. Children have additional protection by excellent oversight of the home from the manager; he completes regular audits to ensure that quality and safety are maintained.

The effectiveness of leaders and managers: outstanding

The manager of the home is extremely ambitious for the children. He ensures that they receive high-quality care from well-trained staff. Supportive supervision sessions happen consistently. Staff are expected to achieve and excel in their role and are supported to do so. Children and their needs are the focus of these supervision sessions. Outcomes that help children to progress are agreed during the sessions and targets are set. Staff training, development and support are also reviewed. The manager supports the staff to celebrate successes.

Staff describe the manager as inspirational, someone who boosts morale, supportive and approachable. They say that supportive supervision sessions and regular team meetings are exceptionally helpful, which the manager uses to support staff to achieve their full potential. The manager creates a culture of high aspiration and positivity through communication, support, and training. He helps staff to understand children's behaviours and respond appropriately. The manager leads by example. He has high expectations of the staff to change and improve the lives of children and promote a positive future for them.

When the support offered to children falls short of his high expectations, the manager challenges other agencies. Children at the home have recently undergone a range of appropriate assessments. These were identified as necessary by the manager. The outcome of these assessments will ensure that the children receive the right support in the future. Children's outcomes are improved by the actions of the manager.

The manager has excellent oversight of the home. There is a comprehensive audit plan in place. Thorough monthly audits review all aspects of the home and are consistently completed to ensure that high quality provision is maintained. This review results in specific development plans and positive changes to the home. This can include the update of documents, responsive and timely repairs to the home, and additions to the annual training plan. The service manager and the registered individual provide extra management oversight that supports the manager in his role.

The home's development plan is thorough and relevant. It reflects every aspect of the home, including the needs of children. The review of the premises reflects the risks to children and includes consultation with a wide range of relevant people and agencies. The manager also attends regular meetings where known risks to children are discussed. The safety, welfare, views and wishes of children are consistently reflected in documents throughout the home. The needs of children are of paramount importance to the manager.

The manager requests ongoing feedback from visitors to the home. In addition to oversight of the feedback from weekly children's meetings, he ensures that quarterly surveys are offered to children. Children are encouraged to participate in the running of the home and any decisions that are made. Changes happen because of feedback from children. One child was helped to make a complaint when they raised concerns about the support that was being offered by an external professional.

The manager has excellent close working relationships with partner agencies and schools. This has a positive impact on the progress and safety of children, and these relationships ensure that the best support is available to children. The manager reviews the resources that are available in the community. This support encourages children to grow and progress.

The statement of purpose reflects what the home offers and provides. This includes practice that is underpinned by a very well understood model of care. Staff know the ethos and aims of the home, risks to the children, and what help the children need from staff. The manager and staff are creative in their approach to supporting children. There are effective working relationships with others. The manager spends time with each individual child outside the home and is a visible physical presence in their lives.

No requirements or recommendations were made at this inspection.

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: 2600259

Provision sub-type: Children's home

Registered provider: Restorative Social Care Services Ltd.

Registered provider address: 8 Victoria Street, Greetland, Halifax HX4 8DF

Responsible individual: Christopher Kershaw

Registered manager: Nicholas Summers

Inspectors

Jo Cansfield, Social Care Inspector

Johanna Wilson, Social Care Inspector

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