

2618553

Registered provider: Forte Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for one child who has experienced social and emotional difficulties.

The manager is suitably experienced and qualified and has been registered with Ofsted since December 2022.

Inspection dates: 20 and 21 September 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	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: 18 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2022	Full	Good
08/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

One child was living at the home at the time of the inspection. She has lived at the home for over a year and is settled and happy. The child refers to the home as her forever home, which it is, and says she has felt welcome from the first day she moved in. She wrote in her feedback about the home, 'I feel like an environment like this was what I needed. I needed amazing, fantastic people like everyone here.' The child feels loved by those who care for her and the positive and trusting relationships she has developed have enabled her to make excellent progress.

Staff provide the child with individualised care that promotes her welfare and progress. They receive specialist training to enable them to do so. For example, staff work closely with the clinical team and use therapeutic parenting, which incorporates elements of the playfulness, acceptance, curiosity and empathy (PACE) model of care. This enables staff to provide positive parenting which takes account of the child's lived trauma. As a result of high-quality care and a nurturing approach, the child's emotional well-being and mental health have significantly improved.

The child has made tremendous progress with her education, going from engaging in online tutoring to attending her education provision full time. She is on course to achieve her academic targets and has received numerous awards from teachers for her achievements. Managers and staff supported the child with extra tutorials during the summer holidays and they encourage her to study and complete homework. During the visit, the child was revising for her mock exams after school. The child said she is aspiring to progress to college and university.

Staff and the manager go above and beyond to ensure that the child has experiences similar to those of most of her friends. The child goes on holiday, attends music concerts, visits the cinema, goes to after-school clubs where she has been appointed as a mentor and she has a house pet. Friends and family visit the child at the home and she is well supported to spend quality time with people who are important to her.

Staff and managers place the child's voice at the centre of everything that they do for her. This is evident through her involvement in her care planning meetings, general discussions and individual support sessions. The child feels that staff, managers and partner agencies respect and value her. She has gained a lot of self-esteem and confidence because of the excellent care that she has received.

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

Staff, with support from the clinical team, have a sound knowledge and understanding of children's lived trauma and experiences.

Staff training continuously evolves to keep pace with the child's changing needs. This enables staff to support the child exceptionally well. As a result, the child understands her life experiences and risks. Risks and behaviours that caused others concern have reduced, which is remarkable progress considering her starting point.

Staff and managers model positive behaviours and provide the child with consistent boundaries and good routines. Over time, this has helped her to feel settled and safe.

Excellent communication with professionals from partner agencies means that managers and staff work collaboratively to keep the child safe. Allegations and complaints are meticulously managed and the child feels listened to and that her views and worries are taken seriously.

Managers keep the location risk assessment updated whenever new information is shared by partner agencies. Staff have worked with partner agencies to help the child to understand how to keep safe in the local community. This was part of the child's independence planning.

Staff and managers allow the child to take age-appropriate risks, such as going into the community independently and spending time with friends. She also has a mobile phone and access to age-appropriate social media platforms. Staff undertake highly effective one-to-one work with the child, enabling her to manage safely when using the internet. As a result, risks have reduced greatly.

The effectiveness of leaders and managers: outstanding

The home is run by an ambitious manager who is highly experienced and knowledgeable. She is well supported by the responsible individual, who is aspirational for children. The registered manager models positive parenting, which ensures that the child receives the best quality of care. She advocates on behalf of the child to ensure that she receives the right level of support.

The manager's monitoring and reviewing systems are excellent. She is fully aware of the strengths of the home and areas for development. She promptly addresses any shortfalls identified through her monitoring of the service. This helps to maintain excellent standards of care for the child.

Staff have very positive working relationships with the manager and feel well supported by her. They have high-quality supervision sessions, where continual professional development and effective practice are discussed and promoted.

Through attendance at monthly team meetings and receiving input from the provider's clinical team, staff discuss how they are meeting the child's needs and what they can do better to help her to reach her potential. Staff reflect on and continually develop their practice to ensure that the child consistently receives excellent care.

The manager promotes equality and diversity in the home, and staff receive relevant training to enable them to do this well. Consequently, staff are supporting the child to learn about prejudice, discrimination, different cultures and religions. This has helped the child to embrace and respect difference. This has been particularly valuable for the child, who is living in a very diverse community. For this child, it has helped them to feel more comfortable when exploring and talking about issues related to equality and diversity.

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: 2618553

Provision sub-type: Children's home

Registered provider: Forte Care Ltd

Registered provider address: 213 Station Road, Stechford, Birmingham, West Midlands B33 8BB

Responsible individual: Victoria Chinchon

Registered manager: Sheryl Bayley

Inspector

Rumbi Mangoma, Social Care Inspector

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