

2620261

Registered provider: Budwood Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. It provides care for up to two children who may have needs associated with emotional and behavioural difficulties, and in addition may have experienced loss, trauma and abuse. The manager has been in post since this home was registered in February 2021.

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.

Inspection dates: 27 to 28 October 2021

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 previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides a calm and nurturing environment where children feel comfortable and safe. Children have positive relationships with the adults who care for them. The manager and staff team are proud of the children's achievements and spoke warmly about them. Staff hold the children at the centre of their practice. The love and warmth shone through as staff talked about the children. These positive relationships enable the children to successfully work through past traumas and begin to make progress in their social and emotional development.

Social workers are extremely satisfied with the good-quality care provided. They welcome the therapeutic parenting approach used, and recognise that the children are responding and making progress. This home provides stability that the children have not routinely received in other care settings. A child said that they like this home, and told the inspector does not need any improvement. Another example of a child feeling secure in this home is that he recently amended the contact in his mobile phone and listed 'home' to replace the name of the provider.

Children are encouraged to be involved in their care planning, and to have a say about the home. Regular discussions with a key worker and informal chats promote this inclusion. Formal meetings are recorded to capture the children's views and wishes. In addition, mobile phones are used to respond to a satisfaction survey. One child commented that the survey questions are repetitive, and this has resulted in the child contributing suggestions for change.

Staff closely support children's physical and mental health. Children receive appropriate care from relevant services. Medication is stored safely, and records are maintained of any administration of medication. The amount of prescribed medication held is clearly recorded. However, the same system is not applied to non-prescribed medication. The manager promptly amended this during the inspection, to ensure that there is better oversight of, and accountability for, all medication stored within the home.

Creative approaches are used to engage children in their education and training. Individual hobbies and talents are encouraged so that the children can develop skills and try new things. Support to be in school is working well for one child, and the other child is having some work experience with the aim of pursuing this interest at college.

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

The registered manager and staff team know the children well and identify potential risks and triggers for their behaviour. Risk assessment documents do not always fully reflect the known risks that staff are alert to. A reduction in a known risk was not

included in a review of an individual risk assessment., In contrast, a significant reduction in incidents of self-harm is recorded well to reflect such great progress.

When children are unsettled in their behaviour, staff respond by using a gentle, supportive approach, encouraging children to make the right choices and negotiate. The use of restraint is rare and proportionate. On the two occasions when restraint has been used, it has been to safeguard children who might harm themselves or others. The use of restraint is recorded appropriately in relation to details of the incident. The manager has a handwritten log in addition to electronic records. Two recording systems are not necessary, and could lead to confusion. By leaving gaps in the logbook, records are at risk of being altered or amended.

Records evidence the good progress made by the staff team in supporting children with their behaviour. As a new home in February 2021, the police were called once to manage behaviour. Now the team have developed their skills through training and experience to better support the children. In addition, monthly meetings with a therapist enable the staff to reflect on their practice and problem-solve.

Since February 2021, there have been five incidents of children going missing from the home. On two occasions, the children have gone missing together. Staff follow a clear protocol if children do go missing, it is often due to the pull factor of wanting to be with friends in the community. Staff try to find the children and establish telephone contact to assist their safe return. After a recent incident of both children going missing from home, the following day they made breakfast for the staff and tidied up, as an apology. This is a positive indicator of the strength of relationships between the children and the staff, resulting in thoughtful behaviour to make amends.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and enthusiastic about improving the outcomes for children. Through regular monitoring of records and care practices, the manager generally has a good understanding of the strengths of the home and its areas for improvement. Poor quality recording of one incident report had been reviewed by the manager however, the report had not been amended for accuracy. Staff employed at this home spoke positively about the support they receive from the manager and each other. Regular team meetings and supervision provide good opportunities for reflection and learning. Children benefit from the consistent care provided by the manager and staff team. Staff shortages are covered by staff from other settings managed by this organisation, which avoids the need to use agency staff. Recruitment checks are very thorough to ensure that staff are suitable to care for children.

Professionals were very positive about this home and the level of effective partnership working. Communication was reported to be very good, without any concerns.

The organisation has developed its own therapeutic model of supporting young people. The bespoke model brings together elements from published theoretical approaches that are used in the field of developmental trauma. Staff receive training and adopt the therapeutic model for their interactions with children, as detailed in each child's care plan.

The organisation is developing at pace to enhance the residential provision. The directors have secured support from a clinical psychologist and a consultant psychiatrist who will undertake assessments and expand the therapy team. In addition, an education consultant and a residential services manager have been appointed. The increase in resources enables a wraparound service and ensures ready access to such professionals in order to support successful care planning for children.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	30 November 2021

Recommendations

- The registered person must ensure that they make suitable arrangements to manage, administer and dispose of any medication. In particular, ensure that a record is maintained of the non-prescribed medication held in stock. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15)
- The registered person should review the use of a logbook in addition to electronic records of any physical intervention used. Some records may be kept electronically (regulation 38) provided that this information can be easily accessed by anyone with a legitimate need to view it and, if required, can be produced in a legible form. The use of a logbook must not have any gaps that could permit any changes to the original entry. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 14.2)
- The registered person should ensure that all incident reports of concerning behaviour are subject to scrutiny, to ensure they provide a full and accurate recording. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36)

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: 2620261

Provision sub-type: Children's home

Registered provider: Budwood Limited

Registered provider address: 12 West Links, Tollgate, Southampton, Hampshire
SO53 3TG

Responsible individual: Sophie Barton

Registered manager: Sara Hartog

Inspector

Clare Davies, Social Care Inspector

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