

2621193

Registered provider: North West Youth Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider.

It is registered to provide care for up to one child with social and emotional needs and/or learning disabilities.

The registered manager has been in post and registered with Ofsted since 26 July 2024.

Inspection dates: 3 and 4 September 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 November 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2023	Full	Good
08/11/2022	Full	Good
02/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff work hard to build positive relationships with the child. The child identifies staff members as people they trust. However, there have been a lot of changes to the staff team since the last inspection. This has some impact on the child's ability to build a sense of permanence and belonging with all the adults that care for them.

Staff know the individual plans for the child. They communicate well as a team. Staff understand the model of care used in the home and use it in their practice. The clinical team completes group supervision with staff to discuss the child's evolving needs and how best to meet them. This has enabled the child to experience consistency of care despite the changes to the staff team.

Staff plan and risk assess a broad range of activities for the child, taking careful account of the child's needs. Staff encourage the child's love of reading. Staff ensure that the child accesses the community safely. Staff help the child to engage in their interests and build positive memories of their childhood.

The home is well decorated and well maintained. Staff helped the child to decorate their own bedroom according to their needs and preferences, such as with chalkboard paint on one wall. Photos of the child and their family are displayed throughout the home. The child's interests and tastes are evident in communal rooms, through crafts and soft toys. The child feels a sense of ownership of the whole home and is comfortable and relaxed in their space.

The child has a suitable school place and attends regularly. When the child experiences challenges in the school environment, the manager and staff liaise promptly with school staff to ensure that the child has the best possible coordinated support. Staff provide structure and educational activity when the child is out of school.

Staff ensure that the child attends their medical appointments and has regular health assessments. Staff teach the child about their own health and medication needs and encourage a balanced diet. As a result, the child's routines and health have improved.

Staff work hard to help the child understand healthy relationships and how to keep themselves safe. Staff are helping the child build skills for later life in an age-appropriate way.

The manager and staff build positive relationships with the child's family and others who are important to them. Staff facilitate the child's time with important people, and use of communication technology where this is needed. The child has been able to maintain their relationships with those important to them.

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

Staff know the risks to the child and how to mitigate them. Risk assessments are clear and contain strategies for the staff to follow. Staff update the risk assessments regularly and after significant events. Staff take opportunities to discuss risk with the child and help them understand how to keep themselves safe. Risks for the child are reducing.

Managers and leaders undertake an assessment of children's needs prior to them moving into the home. The assessment of a previous child did not accurately consider staff skill and resilience, which led to a short period of time in the home for that child. The assessment for the child who currently lives in the home was thorough and carefully considered the ability of staff to meet individual need.

Staff hold the child when it is necessary to keep them safe. Staff are trained to hold the child safely. Staff use their skills to prevent holds whenever possible, and holds are least restrictive and for minimum amount of time when they are used. Holds are proportionate to the risk faced by the child. The frequency of holds is reducing.

The child rarely goes missing from the home. Staff know the individual missing plan for the child in their care. Staff carry a missing guide on their person, so they have instant access to the required information if the child went missing when out in the community. On the one occasion the child went missing from the home, staff searched the local area thoroughly and located the child quickly.

The manager and child have on occasion decided together what appropriate consequences will be. Restorative consequences are considered first, such as helping staff re-paint a wall. When consequences are used that have not been agreed with the child beforehand, they are appropriate and linked to the behaviour of the child. Staff take opportunities to teach the child the impact of their behaviour on themselves and others.

The child knows how to complain. The child's concerns are taken seriously and investigated thoroughly and promptly. The manager ensures that all relevant information is gathered, and all involved persons are spoken to. The child is made aware of the outcomes of their complaints in a child-friendly and meaningful way. The clinical team is involved to ensure that the child's processing and emotional needs are met. The child feels heard and safe in the home.

Staff record all accidents and injuries to the child. Staff have first aid training. They respond to any accidents appropriately and seek medical assistance when this is required.

The manager has tailored the recruitment process to ensure that staff skill meets the need of the child they will care for. Staff are recruited safely within the home.

The effectiveness of leaders and managers: good

Since the last inspection, there has been some instability in the management of the home. A new manager has been appointed and is registered with Ofsted. The responsible individual has provided more support and oversight. The manager is committed to the home and the child.

There have been lots of changes to the staff team. The manager has worked hard to recruit suitable and experienced staff. The manager has relied on the use of agency staff, however, has ensured that the same agency staff are used each time. The manager has implemented documents and exercises which allow the child to get to know new members of staff. Therefore, the manager has minimised the disruption to the child where possible.

The manager understands the home's strengths and weaknesses and implemented several systems to ensure that they have clear oversight. The manager completes a review of the quality of care regularly. The review is evaluative and identifies actions to improve practice. The manager understands their service and how to drive it forward.

The manager is ambitious for the child and understands the progress they are making. They are aware of the child's ambitions and have long-term plans in place to meet them. The manager has a strong relationship with the child and the child identifies them as someone they trust.

Staff receive regular individual supervision. Staff also receive group supervision from the clinical team. The manager regularly sits with staff to discuss practice in-between formal supervisions. The manager ensures that all opportunities to make improvements to practice are taken.

The manager has high standards and expectations in the home. Staff feel well supported to meet these expectations and provide the best possible care. The manager puts in additional support for those staff that need it. Staff report the manager to be well organised, hands-on, and approachable.

Staff are well trained for their role. They receive thorough induction when they join the home. When a new need is identified, the manager arranges training promptly for the staff team, such as ligature training. The manager is clear of the training expectations with staff and monitors its completion closely. All staff are qualified or within timescale to complete their qualification.

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: 2621193

Provision sub-type: Children's home

Registered provider: North West Youth Services

Registered provider address: Peine House, Hind Hill Street, Heywood OL10 1JZ

Responsible individual: Kayleigh Grice

Registered manager: Emily Jeffery

Inspector

Sarah Huntbatch, Social Care Inspector

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