

2621322

Registered provider: Safe Haven Adolescent Care Group Ltd

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 company. It provides care for one child who may have social and emotional difficulties. There were no children living in the home at the time of the inspection.

The manager is suitably qualified and registered with Ofsted in May 2023.

Inspection dates: 25 and 26 January 2024

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: 7 December 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2022	Full	Outstanding
16/02/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make exceptional progress in all areas of their development. Staff provide children with care that creates positive memories and experiences. The manager inspires a nurturing team of staff that keeps children at the centre of everything it does. Staff have a comprehensive knowledge and understanding of children's individual needs. Children form trusted relationships with staff and benefit from high-quality care and support. One child recorded a video message about their feelings and said, 'It's an outstanding home, with outstanding people.'

The staff provide excellent support to help children make progress in education. Staff attend meetings with school and other external professionals to ensure that children are provided with the support they need. One child was experiencing some challenges with school. Staff developed a support plan with the child and their parents, which resulted in the child making considerable progress with their education.

Staff support children to explore their wishes and feelings, especially at more challenging times. The home's preferred model of care supports children to feel valued and listened to. Children's wishes and feelings are embedded in everything the staff team does. Children are encouraged to be involved in developing training for staff, using their own experiences to enhance this. Children feel empowered and valued as a result.

Staff encourage children to experience a wide variety of activities. Extensive planning is completed by the team to ensure that children have the best experience. Staff's knowledge of children is vital in this planning and has resulted in amazing experiences for children.

Staff recognise the value of continued family relationships and support developing new friendships. Children enjoy positive time with their family, including activities in the community. This is crucial to helping children maintain their identity. One parent said, 'There is a family atmosphere,' adding that her child has thrived and that the staff go 'above and beyond' in the care they provide.

Children have well-planned moves into and out of the home. Thorough consideration is given to how children will be best supported. The most recent child who moved on from the home moved to another of the provider's homes, as part of making continued progress. The child was given a positive ending with all the staff. The child and staff wrote cards to each other, sharing their feelings.

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

Staff understand children's risks. The risk assessments completed by staff are comprehensive, regularly reviewed and consistently implemented. Children's views are encouraged, which strengthens the support that staff can provide to children. As a result, staff are continually aware of risks and how to help keep children safe.

Where there are risks identified with online safety, staff are creative in helping children develop a better understanding around staying safe. Various resources are used that support interactive discussion between children and the staff. Resources include online training, watching age-appropriate documentaries with staff, news articles and websites aimed at providing advice for teenagers. This varied and persistent approach helps to reduce risks.

Children do not go missing from home. Risk assessments do consider this, which ensures that staff know what action to take if children do go missing. There have been no complaints or allegations made against staff by children. Children are safe and protected, and risks are minimal.

Staff proactively promote positive behaviour for children. Staff are role models for good behaviours and help children to reflect on how their behaviour impacts on others. Discussions held with children by staff focus on reassurance and learning different ways to manage their emotions. Staff manage any conflict and tension because they know the children exceptionally well. The care provided to children is consistent and predictable, and this helps children to gain a sense of belonging and security.

Staff are committed and enthusiastic about achieving the best outcomes for children. They have an excellent understanding of children's care plans. The manager and staff work together with external professionals to progress care plans for children. A grandparent said, 'In our opinion, the staff go above and beyond in the care of [name of child], and we feel she has flourished there.'

The effectiveness of leaders and managers: outstanding

The manager has high expectations of staff and consistently high aspirations for children. She is ambitious, enthusiastic and experienced. The manager leads by example and supports staff in the care provided to children. One member of staff said, 'The manager is great; she is 100% there for the children and adults [staff].'

Staff training and induction are effective, helping staff to develop skills and provide excellent care to children. The training is enhanced by involving children in the development of training materials. One child, with support from a member of staff, developed training material titled, 'How to be the best carers'. This is another example of how children are empowered to share their experiences and help others to best understand their needs. Research findings are used well to inform children's care. Care-experienced adults provide training to staff, which enables them to develop a deeper understanding of how children living with them may feel.

The manager has excellent oversight of the daily records for children. This provides the manager with knowledge of children's day-to-day experiences and progress they make. Oversight is strengthened by the manager's presence in the home and the positive relationships developed with children. The manager and staff reflect on their practice. This is reflected well across all areas of recording. Careful attention is given by the manager and staff to recording and ensuring that positive, supportive language is used.

Team meetings and professional supervision are regular and reflective. Support is ongoing and not restricted to formal monthly supervision. Staff are encouraged by the manager to progress their own development and also recognise their commitment and dedication to children.

No requirements or recommendations have been made.

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: 2621322

Provision sub-type: Children's home

Registered provider: Safe Haven Adolescent Care Group Ltd

Registered provider address: 2 Whiting Street, Sheffield S8 9QR

Responsible individual: Christie-Lauren O'Connor

Registered manager: Holly Kirby

Inspector

Kathryn Hurley, Social Care Inspector

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