

2623791

Registered provider: SBL Care Services (UK) Limited

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 provider.

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

The manager has been registered with Ofsted since September 2023.

Inspection dates: 8 and 9 November 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: 15 June 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/06/2022	Full	Outstanding
15/03/2022	Interim	Improved effectiveness
21/07/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child living at the home is exceptionally well cared for. Staff know the child well and have built excellent relationships with them. One professional said, 'This is the most settled [name of child] has ever been.' New staff have prioritised building a relationship with the child and getting to know their interests. The child has relationships with all the staff, which are based on mutual trust and respect.

The child is making excellent progress in school. Staff have very high aspirations for the child and fully support their engagement with education. Staff are proactive in visiting schools to ensure that any future moves are positive. The manager and staff recommend school settings to professionals based on their research and visits. This allows professionals involved in the care of the child to make the best decisions possible about the child's schooling.

Staff consistently promote positive behaviour. Staff have a research-based understanding of the effects of early life experiences. They use the home's preferred therapeutic parenting model to care for the child. Staff are extremely knowledgeable about the needs of the child and their individual behaviour management strategies. Staff provide consistent routines and clear boundaries, which helps the child to feel safe and thrive living in the home.

The nurturing care from staff has resulted in a significant change in the child's behaviour. This change has meant that the child no longer needs medication to help manage their behaviour, and the level of support needed in school has significantly reduced.

Staff encourage the child to learn skills for independence. They use natural opportunities to teach the child life skills, such as promoting a recent interest in cooking meals with a particular staff member. Staff support the child to participate in physical activity, such as wrestling, football and cycling. As a result, the child is healthy and learning how to meet their own needs.

Staff understand the value of the child's relationships outside of the home. Family time is facilitated in line with the child's plans. Staff suggest amendments to plans for family time to ensure that this is of the best possible quality for the child. These changes have led to increasingly positive times for the child and their family, for example going pumpkin picking together. Staff also promote activities that provide the opportunity for the child to sustain their friendships.

The home is well-furnished and decorated to a high standard. There are photos on display in every room showing the child enjoying activities and time with people important to them. The child's bedroom is personalised to their individual tastes and

interests. Staff devote a significant amount of care and attention to ensuring that the home is a comfortable and homely space, which helps the child to feel valued.

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

The child feels secure. The staff know the child they care for well and how to keep them safe. Risk assessments are detailed and updated regularly. They include strategies to prevent risks as well as how to respond to them. Staff take a proactive approach to risks and concerns. As a result, all risks presenting for this child have reduced significantly.

Staff are knowledgeable about specific areas of risk, such as exploitation and radicalisation. The manager invites specialist professionals to the home to educate the staff and provide advice on how to respond. This means that staff can respond effectively to emerging risks, and there is no delay in protecting the child.

The knowledge acquired by staff through the research-based approach enables managers and staff to make effective decisions about how to support children. Staff use their knowledge to ensure that safeguarding strategies are robust, such as those in relation to bullying. Staff created an anti-bullying handbook for the child so that they have access to the information in a child-friendly format.

The child is involved in their own safeguarding plans. Staff seek the child's views and use these to develop the plans. Staff also complete meaningful safety work with the child. Staff deliver the work creatively and in varied ways, such as with role play and child-friendly e-learning. The child is interested in the topics and engages well.

Staff understand the child and their behaviour extremely well. Responses to the child's behaviours are measured and consistent across the staff team. Staff provide a secure and predictable environment. This allows the child to learn how to manage their own behaviour and have more positive experiences outside of the home.

The child does not go missing from the home. Staff regularly refresh their awareness of the missing-from-home plan and complete mock missing-from-home reports. Consequently, they have detailed knowledge of the required information and maintain their skills with processes they do not use often.

The effectiveness of leaders and managers: outstanding

The manager promotes a culture of positivity and ambition for the child. Staff seek opportunities for the child to achieve and make progress, such as schooling and leisure activities where the child can make friends. External professionals say that staff strongly advocate for the child to gain the best possible experiences while living in the home.

Leaders and managers have developed a shift pattern that provides the highest level of consistency for the child. The manager considers staff well-being carefully. One staff member said, 'The manager is genuinely interested in me as a person.' The staff team is stable and well-motivated to provide excellent care for the child.

Transitions in leadership are well-planned. The incoming manager had an extensive handover from the previous manager over an extended period. The previous manager continues to provide ongoing oversight in their new role as the responsible individual. They make considerable effort to ensure that their relationship with the child is maintained. Consequently, the changeover of managers was smooth and high standards of care were maintained.

Leaders show a strong focus on continuous improvement. Staff have regular reflective supervision with the manager or a senior staff member. The manager also provides annual appraisals of the staff, which focus on their development and help them identify any development needs. The manager is creative in delivering learning to staff, using scenarios and quizzes, which assist the staff to engage and retain the learning. Staff have all the knowledge to perform their roles effectively.

The manager knows the child and the staff team extremely well. They are aware of the home's strengths and weaknesses, and they use thorough and effective monitoring systems to identify when change or improvements are needed. The manager seeks feedback from external professionals, staff and the child and incorporates their views into plans for the home. The manager identifies and responds to any areas for development quickly.

Leaders and manager have excellent working relationships with partner agencies. External professionals commented on the professionalism and responsiveness of the staff, as well as how well they know the child. This allows the professional network around the child to operate effectively and with timely and relevant information.

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: 2623791

Provision sub-type: Children's home

Registered provider: SBL Care Services (UK) Limited

Registered provider address: 17 St Peters Place, Fleetwood FY7 6EB

Responsible individual: Michael Swift

Registered manager: Liam Fairnie

Inspector

Sarah Huntbatch, Social Care Inspector

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