

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 run by a private provider. It is registered to care for one child with social and emotional difficulties.

The manager registered with Ofsted in September 2023.

Inspection dates: 13 and 14 November 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: 8 November 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2023	Full	Outstanding
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

There is one child living in the home. The child has lived there for over two years. The child has strong, positive relationships with all the staff. All professionals spoken with as part of the inspection gave extremely positive feedback about the child's progress and the care afforded to them. There is considerable evidence of improvements for the child from their starting points, due to the excellent quality of care provided by the staff team.

The child has made exceptional progress in all areas of their life. The child, who has had adverse childhood experiences, said that they are safe and happy in the home and that 'all the staff are great.' Family members consistently report that the care, support, and protection provided to the child has enabled them to grow and develop as a confident individual. Leaders, managers, and staff ensure that the child is provided with consistent, nurturing, and individualised care to meet their needs. The quality of these relationships and this support significantly enhances the child's life chances.

Staff encourage the child's interests and hobbies and provide new and exciting experiences to enhance the child's life. The child attends swimming lessons and a local youth club and plans are in place to join a new rugby team. The child recently went abroad for the first time and talked excitedly about the aeroplane and the resort they had stayed in. Experiences and achievements are celebrated and are captured with photos and information in the child's memory book. A member of the child's family said, '[Name of child] is embracing experiences he may never have had.'

Staff have supported the child to take part in charity work and to make a positive contribution to the community. This has built the child's confidence in working with others outside of the home.

Staff are ambitious for the child and provide high levels of support to ensure that the child achieves exceptional standards in their educational outcomes. The staff work in partnership with education professionals. The excellent communication systems and effective partnership working continue to support and develop the child's academic progress. Due to the consistently high levels of support, the child has exceeded their education outcomes from their starting point. The child is proud of their achievements and aspires for their future.

Staff understand the importance of the child building positive relationships with family and friends. They consider the child's needs and make suggestions to ensure that the child is spending time with people important to them. This has rebuilt family relationships and enabled the child to return to their hometown. This is a significant achievement. The child has also established a new network of friends, which has enabled them to bring friends to the home and spend time with them in the community.

The child's bedroom is personalised to their taste and contains what is important to them, such as photos of their family and gaming devices. The home maintains a well-decorated, homely environment with photos of the child throughout, enjoying their time in activities and with the staff team.

Since the last inspection, improvements made to the home have been of a high standard and completed without delay. The garden has been redesigned to make the space enjoyable and somewhere the child, their friends and family and staff can relax in.

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

The manager and staff team demonstrate an in-depth knowledge and understanding of the risks children face and consistently take effective action to ensure that risks are minimised and safely managed. All incidents in the home are acted on swiftly to ensure that the child is kept safe. When incidents occur, the manager considers opportunities to develop and support learning for the child and staff, through training and research that underpins practice.

Staff offer personalised and well-planned care that takes account of the unique qualities and starting points of the child. This has reduced risks and increased the child's confidence and self-esteem.

When external allegations are made against staff, leaders and managers respond effectively. Leaders work with partner agencies to ensure relevant information is shared and that there is minimal impact to the child. However, records of incidents require strengthening to ensure that all areas of practice are considered and acted on. These shortfalls did not impact on the child, and the manager took immediate action during the inspection to rectify the issues raised.

The manager has continued to invite professionals and source outside input regarding contextual risks such as e-cigarettes and anti-social behaviour. Although these are not current risks for the child, this has enabled the staff team to be forward-thinking and develop the skills of the team to consider all potential risks.

Negative consequences are rarely used in the home to manage behaviour. The use of positive recognition for behaviours immensely outweighs the benefits of negative consequences. As a result, the child is learning to manage their own behaviour through praise and proportionate rewards.

The use of physical intervention has not been required. Staff are equipped and skilled to be able to de-escalate situations before children become upset and need to be held. Should staff need to physically intervene, all staff are trained to hold the child safely if this were required.

The child does not go missing from the home. However, the manager has ensured there is a regularly reviewed protocol in place should the child go missing. In addition, staff are aware of the actions they need to take if the child were to go missing from the home.

The effectiveness of leaders and managers: outstanding

The home is led by a confident, experienced, and supportive child-centred manager. The manager has high aspirations for the child and for his staff team. The staff team respond well to the manager's expectations that they will provide outstanding care to a child in their care.

The staff team members are all exceptionally positive. They are proud of the achievements of the child and of their commitment and stability as a strong and effective team. Staff are also positive about their role and the support that they receive from leaders and the registered manager. The staff team members are motivated about making a positive difference in the child's life.

The staff receive regular supervision and have regular team meetings, where they reflect on their practice and, together, share ideas about how they can make changes to the care they provide. The child's voice is evident throughout all meetings, and the manager and staff team regularly seek the views and experiences of the child. Records are detailed and capture the child's journey.

The manager consistently considers research when developing the staff team and shares and disseminates it to other professionals. Initiatives and resources are used, discussed, and implemented in the day-to-day care of the child, which has supported the child's journey.

Leaders and managers have robust internal monitoring systems to consider the child's needs, behaviours, and experiences. This supports the manager's already extensive knowledge of the child and ensures that the team continues to provide a high quality of care and support. The manager is also well supported by the responsible individual. Together, they share aligned views on ensuring that the care provided to the child is of a high quality and is sustained.

No requirements or recommendations were made at this inspection.

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, Lancashire FY7 6EB

Responsible individual: Michael Swift

Registered manager: Liam Fairnie

Inspectors

Nicola Rutherford, Social Care Inspector

Michelle Edge, Senior His Majesty's Inspector

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