

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. The home provides care and support for one child.

The manager has been in post since the home registered in 2021.

Inspection date: 16 June 2022

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 March 2022

Overall judgement at last inspection: Improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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. Children form strong and positive relationships with staff and feel safe and secure. A child said, 'I want to live here forever.'

Children's progress from their starting points is excellent. Staff have very high aspirations for children and fully support their engagement with education. Communication between staff at the home and school staff is excellent. This supports children in their educational outcomes. The registered manager and staff are aware of their local offer setting out the support available for children with special educational needs and/or disabilities. This is a further opportunity to access a range of specialist resources for children.

Staff communicate well with each other and are consistent in their approach to caring for children. There is a strong emphasis on using the home's preferred therapeutic parenting model to support the staff in offering consistent and reliable responses to children. This means that staff provide safe, stable routines and clear boundaries. Positive behaviour is encouraged. An individually tailored and realistic reward system is in place. As a result, children have something positive to aim for each day.

Staff ensure that they provide children with opportunities which expand their life experiences. Children have access to lots of different activities in the home. In addition to home-based activities, children are encouraged to attend local clubs, such as Scouts. This is helping to increase their sense of well-being, as well as providing opportunities for making new friends.

Staff offer warmth and acceptance to the children in their care. Children choose to spend time, and have fun, with staff. Family time for children is actively encouraged, in line with children's care plans. Staff are proactive in ensuring this is positive and fun by working closely with children and families. This is another considerable strength of the service. One parent said, 'I have met all of the staff team now and they are all wonderful. My son is doing really well and they care about us all. We are really happy with everything they do.'

The home is comfortable, well furnished and decorated to a high standard. There are photos of the child on display showing them enjoying various activities. A significant amount of care and attention has been taken to provide a calm, welcoming home with a family feeling. Children are at the heart of practice and achieving success is consistently promoted. As a result, children feel safe, valued and important.

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

The staff know the child in their care very well. The child has a detailed risk assessment which is regularly updated to reflect any changes for the child. The risk assessments are realistic and effective. Individual work sessions carried out by staff with children link into their identified risks and needs and are tailored to support them to understand themselves and to move forward positively. The result of this work has meant that physical interventions with children have reduced significantly.

All staff have a good, research-based understanding of child development and the effects of early life experiences. The preferred model of parenting encourages children to have a sense of family membership or belonging.

The knowledge acquired by staff through the research-based approach enables managers and staff to make effective decisions about how to support children. The supportive approach and expectation of positive behaviour have meant that children's emotional needs are well met.

Children's behaviour is understood and managed extremely well. Staff take the time to understand what the children need individually and put measures in place to support their positive behaviours.

Responses to children are measured and consistent across the staff team. Staff make extremely good use of knowledge and research to help them to understand the children and their behaviour. Staff provide a safe and secure environment. This means that children learn how to manage their behaviour and get positive responses from people outside the home, which builds their confidence.

Children rarely go missing from home. When this occurs, staff are fully aware of their roles and responsibilities and they implement the missing-from-home procedures immediately. The staff work very closely with parents, carers, out-of-area police and social workers to ensure the swift and safe return of the child. Detailed records are maintained.

The provider employs staff using safer recruitment processes that help prevent unsuitable adults from working in the home. In addition, thorough and detailed induction assessments ensure that staff are equipped with the knowledge and skills to work safely with children. Continuous supervision and feedback from managers underline the importance of open, reflective and transparent practice, to help keep children safe.

Staff use restraint extremely rarely. It is always the very last resort in order to keep children safe. There are clear policies and procedures in place and staff have received training in defusion and physical intervention techniques. Following all incidents, records are completed. The manager has a direct overview of all incidents.

The home provides a very safe and secure physical environment. All required health and safety checks and procedures, including the routine servicing of equipment, are up to date. Fire safety precautions are explained to, then practised and understood by, the children and any new staff starting in the organisation. Damage to property and wear and tear of fixtures and fittings are quickly addressed. The home is warm and welcoming and provides the child with a comfortable and homely environment.

The effectiveness of leaders and managers: outstanding

An experienced and suitably qualified registered manager has been in post since April 2021. He is supported by a committed deputy manager. Together, they present a consistent vision for the home to an extremely stable, committed and competent staff team.

The manager knows the child and the staff team extremely well. He is aware of the home's strengths and weaknesses and uses thorough and effective monitoring systems to identify when change or improvement are needed.

The management team embraces the opportunity to regularly seek feedback from involved agencies and to use that feedback to improve the service. The team reflects and acts on the feedback given following independent visits, Ofsted inspections, consultations and audits.

Staff have access to regular reflective supervision with the manager or a senior staff member. They also have access to biannual appraisals to support them to identify any learning needs or development opportunities. The organisation supports staff development with a structured career pathway. One member of staff told the inspector, 'I have developed so much since I started the role. This has been through continuous support by the registered manager, ongoing training and regular supervisions.' Staff have access to regular therapeutic consultations and webinars which assist them to offer intelligent, informed care to the children.

The home has a stable staff team. Staff trust the manager and feel secure in their roles and in the quality of care they offer to children. The child knows the staff who are caring for them extremely well and knows who is going to be there for them at all times. The stable staffing arrangements and consistent rota system provide a predictable and safe environment, which helps children to feel secure.

Leaders and managers have excellent working relationships with partner agencies, schools and family members. This ensures that children are at the centre of a network of support and, as a result, have the best possible experiences. The inspector received feedback from a parent who said, 'They really understand him and support him.'

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: 161 Preston Road, Lytham St Annes FY8 5AY

Responsible individual: Anthony Wilding

Registered manager: Michael Swift

Inspector

Jessica Higginson, Social Care Inspector

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