

2633026

Registered provider: Truly Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private provider. It can accommodate one child with learning disabilities and/or complex behaviour.

The home has a registered manager in place who is suitably qualified and experienced.

Inspection dates: 11 and 12 January 2023

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: 2 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The progress and experiences of the child living in this home are exceptional. He has lived at the home for many years. This level of stability creates a real sense of belonging for him. This has been critical in allowing him to build secure and meaningful relationships with a team of staff he knows, trusts and relies on.

Managers and staff provide the child with a warm and nurturing home environment. Some areas of the home are nicely presented. For example, the child's bedroom is personalised and homely. However, other parts of the home, such as the outside school room, would benefit from further decoration. Also, the garden looks untidy.

Staff speak about the child with enthusiasm, warmth and compassion. They demonstrate unwavering commitment to him. A therapist said, 'They really care for him; the team are prepared to go the extra mile. The change in him is unbelievable; the home has transformed his life.'

The child is growing in self-confidence and self-esteem. This is because he receives excellent care and support from staff. The staff have excellent relationships with him. Together, they create a family feel in the home. This enables the child to flourish in all areas of his development.

Staff empower the child to make choices and decisions about his day-to-day care. They support him to use a range of non-verbal communication methods. This means that his wishes and feelings are listened to and considered. The child is fully supported to take part in his care and in the day-to-day running of the home. As a result, he can have a say and be involved in his plans.

Well-established routines and structure mean that the child is well prepared for the school day. He has very positive education experiences because his tutor works creatively with the staff team in the home. The child also accesses activities in the community. As a result, he is making clear progress.

The manager and staff prioritise the child's healthcare needs. Staff work proactively with external healthcare professionals. Health plans are detailed and effective. Staff make sure that the child experiences the highest standards of personalised care possible. This high level of care ensures that his health outcomes are prioritised.

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

Staff have a clear understanding of their safeguarding roles and responsibilities. Safeguarding training is planned and undertaken to meet the child's needs. Keeping him safe is also discussed in one-to-one meetings and team meetings. Staff have an in-depth knowledge of his risks and vulnerabilities. When there have been incidents,

the manager is quick to respond and staff are reflective in their practice. Because of this, safeguarding practice is adapted in line with the changing needs of the child.

Staff are extremely diligent. This ensures that the potential risks to the child are understood and minimised. Risk assessments and care plans are thorough. They provide clear information about how he needs to be supported. Staff know and understand the underlying causes of more difficult behaviours that the child may present. As a result, he is assured that staff will do everything to keep him safe.

Staff support the child to develop his independence. This includes taking age-appropriate and well-managed risks. Staff are confident in helping him to access community facilities and have new experiences. For example, he recently went to Alton Towers for the day. This supports him to develop his confidence and build his resilience.

The stability of the staff team supports the child to have trusting relationships with the adults who care for him. One professional said, 'He has very positive relationships with staff. The team are very stable; some [staff] have been here since the start. Staff all genuinely care for him; I can see it, he trusts them.' Consequently, the child has the stability he needs, which helps to keep him safe and secure.

The manager and staff have clear plans in place for the child. These are developed with other healthcare professionals. When there is an incident of concern, they reflect on these plans and risks. Plans are then updated with clear strategies for staff to follow. This reduces risks and improves the child's safety and welfare.

The effectiveness of leaders and managers: good

A dedicated manager leads the home. He speaks with passion and is a positive role model for the staff and child. This is instrumental in the good standard of care provided in this home. Staff benefit from the manager's effective leadership style and clear guidance.

Teamwork is fundamental in providing the child with the best possible care and support. Staff focus on the child's strengths and abilities. The team is committed to ensuring that the child has the best chances and outcomes possible.

Staff receive regular, formal one-to-one meetings with their manager. This means that staff can learn and adapt their own practice. They also receive daily support and guidance from the management team and each other. As a result, staff are motivated and feel they have a voice in influencing the high level of care provided to the child.

The manager has systems in place to monitor the quality of care. This ensures good management oversight of how the child is being cared for. Regular audits of records take place, with actions to address any shortfalls. The home is being run in accordance with the home's statement of purpose. However, updated statements

need to be submitted to Ofsted in a timely manner, along with the review of quality of care. This shortfall restricts the regulatory oversight of the home.

Partnership work with external agencies is good. Multidisciplinary work means that the best interests of the child are met. The professionals who contributed to this inspection commended the work and commitment of the manager and staff. This ensures that the child receives consistently good care.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b)) This is especially in relation to ensuring that the revised statement of purpose is sent to HMCI within 28 days.	28/02/2023
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must—	28/02/2023

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

This is especially in relation to sending the report to HMCI in a timely manner.

Recommendation

- The registered person should ensure that the home is a nurturing, homely and supportive environment that meets the needs of the children. The home must comply with relevant health and safety legislation (alarms, food hygiene etc.), while also seeking to maintain a domestic rather than institutional impression. This also includes the outside back garden and school room. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2633026

Provision sub-type: Children's home

Registered provider: Truly Care Services Ltd

Registered provider address: Olive House, Blake Street, Mansfield WoodHouse,
Nottinghamshire NG19 9NT

Responsible individual: Shekainah Moley

Registered manager: Ntshuxeko Bandi

Inspector

Thirza Smith, Social Care Inspector

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