

2645858

Registered provider: Helpful Investments Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to three children who may experience social and emotional difficulties. At the time of the inspection, one child was living in the home.

There has been no registered manager since 28 August 2022. An acting manager is in post and has submitted their application to register with Ofsted.

Inspection dates: 30 and 31 August 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: 21 February 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/02/2023	Full	Requires improvement to be good
31/08/2022	Full	Inadequate
23/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have positive relationships with the child. They speak warmly of the child and offer them affection. The child has a book with notes from staff praising them for their good behaviour and achievements. This helps the child to feel proud and has increased their self-confidence as a result.

Staff prioritise education and are aspirational for the child's future. Staff take the child to school every day. The child is helped with their homework and is exceeding in their education. As a result, the child is expected to sit some GCSEs earlier than peers of a similar age.

Staff help the child to attend routine and specialist health appointments. The child is supported to have a healthy, varied diet and take regular exercise. Staff promote the child's emotional and physical well-being.

The child makes choices about what happens in their home. The child is consulted daily by staff and attends part of the monthly staff team meeting. This ensures that the child feels listened to.

The staff recently took the child on holiday and gave them a positive experience. Every week, there are opportunities to plan enjoyable activities, such as coastal walks, going to the gym and singing karaoke. The child talks about the good times they have and says they have made happy memories.

Staff support the child to see their family and arrange group activities for them. Staff recognise the significance of family relationships for the child. This supports the child's cultural identity and sense of belonging.

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

Staff understand how to keep the child safe. The child's personal safety plan is easy to follow, and staff can identify the circumstances that would make the child feel frustrated and angry. Staff use consistent de-escalation techniques. Incidents where the staff have held the child to keep them safe have reduced. Following these incidents, the child and staff are offered debriefs with the acting manager and in-house therapist. This maintains positive relationships with the child.

Leaders and managers hold weekly meetings with safeguarding partners, such as police, youth offending services and social care. These agencies have regular input into the child's plans and support the staff to follow child protection procedures. This increases the child's safety in the community.

Staff know what to do if the child goes missing from care. Staff actively search local areas the child frequents. When the child returns, staff speak to them about their

safety and well-being. The child is offered a return home interview from an independent adult. The child feels that the staff care about them.

Staff have a system of rewards and consequences to help the child. Consequences are proportionate and responsive to the child's behaviour. The child said, 'I get worked up, but later I can understand why staff say I shouldn't have done something.' The child is consulted about whether the response is fair. This helps the child to reflect on their actions.

The effectiveness of leaders and managers: good

The home is led by an experienced acting manager who has made significant changes since the last inspection. She has efficient monitoring systems in place to ensure effective oversight. Staff are aware of tasks to be carried out on a daily, weekly and monthly basis. The manager ensures that the action plans are reviewed and are having a positive impact on the experiences of the child.

A stable staff team provides consistent care for the child. The child has a rota in their bedroom and knows who is coming into their home and when. Staff have formed good relationships and work well as a team.

Staff receive regular supervision from the manager. She provides a safe space for the staff to reflect on the care provided. An in-house psychotherapist offers advice and training with respect to their assessment of the child. Staff feel well supported to meet the child's complex needs.

Leaders and managers adopt a strong multi-agency approach in caring for the child and have good relationships with professionals involved in their care. Staff advocate on behalf of the child and challenge decisions when they are not in the child's best interests.

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

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs and is homely and in good repair. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulation 44) to ensure continuous improvement. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2645858

Provision sub-type: Children's home

Registered provider: Helpful Investments Limited

Registered provider address: Davies Lewis Baker, 31 Bridge Street, Aberystwyth
SY23 1QB

Responsible individual: Lesley Hearne

Registered manager: Post vacant

Inspector

Sue Garner, Social Care Inspector

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