

2663221

Registered provider: Holywell Children's Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider.

It is registered to provide care for up to two children with social and emotional difficulties.

One child is currently living in the home.

The registered manager has been in post and registered with Ofsted since September 2023. The manager is also registered for another home.

Inspection date: 13 March 2024

Date of last inspection: 15 November 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The child currently living in the home has positive relationships with staff. Previously, staff worked across both homes that the manager is registered for; however, the manager has split the staff into two smaller teams. The child now has a dedicated staff team, which provides greater consistency of care.

The child has been without a school place for a significant period. Staff support the child to access tutoring in the home. The child is making academic progress and has high attainment levels. The manager progressed a series of complaints through the special educational needs team, local councillor and chief executive of the council. This has resulted in a suitable school placement now being identified.

Staff seek the child's views about changes to the home. Communal areas contain the child's artwork and photography projects. The child has areas in their bedroom and communal areas to pursue their creative interests, such as modelling and painting. The child has ownership of the home and feels comfortable there.

Staff help the child to engage in activities outside of the home, such as swimming, table tennis and a gaming club. Staff also promote the child's social skills by supporting them to attend clubs without staff, such as Sea Cadets. The child has made and maintained positive friendships through these activities.

Staff understand the risks to the child and manage them effectively. Risk assessments are clear and regularly updated. They contain strategies to prevent and respond to risk.

Staff support the child to take age-appropriate risks. Staff teach the child about risk and ensure that the child understands how to keep themselves safe. This has led to the child having increased access to technology in the home. The child is using their technology access to stay in touch with their friends and family.

Staff do not hold the child. However, staff have the appropriate training to safely hold the child in the event this is necessary. Staff promote positive relationships based on trust and respect.

Staff reward the child for positive behaviour. When consequences are used for negative behaviour, they are fair, related to the behaviour and restorative in nature. Therefore, the child learns about the impact of their behaviour on themselves and others. The manager has oversight of the consequences and prevents any that are not in line with the principles of the behaviour-management policy.

Staff complete mandatory training. They also complete training specific to the needs of the child they care for, such as training around bereavement. The manager has developed individual training trackers for all staff to prevent any training from becoming overdue. No staff training is currently overdue.

Staff have regular supervision sessions and annual appraisals. The manager uses supervision sessions and appraisals to consider staff practice and to plan development. However, the appraisals do not contain feedback from other professionals or the child who lives in the home. A recommendation has been made in relation to this to improve the quality of appraisals.

Staff feel supported by the manager. The manager is open to staff ideas on how to improve the care to the child. The manager is approachable and available to the staff team.

The manager's oversight of key documents is timely and focuses on the needs of the child. The manager uses these opportunities to reflect and to plan improvements in practice.

The manager has responded effectively to the requirements and recommendations made at the last inspection.

The manager is due to leave her post. The manager has told the child she is leaving. The proposed new manager knows the child and has been spending time in the home. The child is not unduly concerned or worried about the changes and has had the opportunity for a positive ending with the manager.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2023	Full	Requires improvement to be good
30/11/2022	Full	Good

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

Recommendation

- The registered person should ensure that staff appraisals take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

Children's home details

Unique reference number: 2663221

Provision sub-type: Children's home

Registered provider: Holywell Children's Services Limited

Registered provider address: Scott & Wilkinson, Dalton House, 9 Dalton Square, Lancaster LA1 1WD

Responsible individual: Jill Richards

Registered manager: Charlotte Pinder

Inspector

Sarah Huntbatch, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024