

# 2672801

Registered provider: Madiba 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. It can provide care for up to six children from the age of seven to 18 years old. The home provides care for children with learning disabilities and emotional and/or social difficulties.

The manager registered with Ofsted in February 2022

### Inspection dates: 13 and 14 December 2023

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|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>outstanding</b> |
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|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

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:** 16 August 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 16/08/2022      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The children's progress and experience of living in this home are exceptional, and they continue to make excellent progress in all areas of their lives. This is because the children receive excellent care and support from dedicated staff who are nurturing. The standard of care that the children receive is outstanding and it mirrors that provided by a good parent.

The home has been redecorated and modernised with the input from the children. These improvements have enhanced the children's experiences further. The well-equipped sensory room, which includes sand pits and colouring stations, provides the children with a variety of stimulating and relaxing experiences. The children's coordination and motor development continue to improve as they explore their new environment.

The children and staff benefit from the home's wraparound service from the therapy lead. This provides the children and staff with a safe place to discuss their thoughts and feelings. The staff respond to the children's needs appropriately as they understand the children's behaviour. The children are helped to increase their own coping skills and this helps them to improve their resilience.

All children are in education and are making excellent progress from their starting points. The staff collaborate closely with the children's social workers and education staff, and attend relevant meetings. This provides a coordinated and consistent approach, such as working with education staff on toileting programmes. This collaborative and consistent approach driven by the staff has resulted in one child being fully toilet trained. This has helped to develop the child's self-esteem and confidence.

The staff are highly effective in communicating with the children who have complex needs. Through research-informed practice the staff's knowledge of communicating effectively with the children is a strength and has helped staff to build secure and positive relationships with the children. The staff are creative, and they use a variety of communication methods such as objects of reference, now and next and a symbol board. This enables the children to have a better understanding of what is happening around them.

Staff write individualised key-work sessions to help the children to understand their care plans. This thoughtful and careful preparation helps the children to be actively involved in making the decisions that affect their lives. This dedicated support has enabled one child to make considerable progress in this area, which has resulted in their independence plan being adapted so that their wishes and feelings are acted on.

Staff really embrace the children's hobbies and interests. This gives the children the opportunity to explore their interests in their own space and time. This also helps the children to learn about themselves and feel comfortable around staff. The staff continue to explore ways to improve the experiences of children. Leaders and managers embrace their creativity and ideas.

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

Staff use individualised plans to support the children's behaviour. The staff use unique strategies to enable the children to understand what behaviour is unacceptable, such as a change of tone in voice. The staff use a personalised approach when the children struggle with their emotions so that the children receive the right support that they need it.

There are no incidents of bullying in the home. The staff have done some remarkable direct sessions, and group work with the children, to help them to understand how unkind words can make others feel sad, and how being kind makes people feel happy. The registered manager believes that it is important to revisit sessions on bullying behaviour. This helps to further raise the children's awareness of how bullying makes others feel. This means that children live in a home where kindness is promoted.

Staff use low-level restrictive practice as a last resort to keep one child safe. These incidents are well recorded and are in-line with regulation. The manager debriefs the child and staff following the incidents. This helps all involved to learn from the incidents.

Staff use age-appropriate materials to help the children to understand online risks. Individual sessions are repeated to some children to reinforce these important messages. This has led to one child having additional access to their mobile phone as their risk has significantly reduced.

### **The effectiveness of leaders and managers: outstanding**

The registered manager is supported by an enthusiastic deputy manager. Both embed high standards of care for the children. Their passion for the role is evident and they have a hands on approach with the children. This positive ethos ensures that the staff have high aspirations for the children to do well in life. The staff talk highly about the guidance and support that they receive.

The registered manager is ambitious and has high expectations of the staff team. She will not accept substandard practice, and she has clear expectations of what good practice looks like. When practice falls short she takes immediate action to address any deficits. Importantly, the registered manager learns from these incidents and implements training and guidance for the staff.

The staff said that they are supported well in their role by the leaders and managers. They provide practice direction and guidance to the staff through regular team meetings, and reflective supervision sessions. The training that the staff receive is bespoke to each child. This means that the staff are fully up to date with relevant information. This promotes the staff's personal and professional development.

Partnership working is effective and there is regular consultation with the children's parents, carers and professionals. The excellent relationships ensure that the children receive the best possible care and experiences. There is a high level of professional satisfaction. One social worker said, 'The staff go above and beyond, [child's name] lives in lovely home and all the staff are nurturing and meeting their emotional needs as well as their physical and social needs.'

The registered manager is striving to continue to improve the service and outcomes for the children. She advocates strongly for the children's to ensure that they receive the services that they need. This means that the children participate in decisions about their care.

The staff work exceptionally well together, which has resulted in many successful events such as raising money for charity, and a world war II party. This makes sure that the children enjoy excellent and action-packed days of events. The events are child-focused and accessible to everyone. In addition, it allows the staff to further explore the children's hobbies and interest, which compliments the loving and caring relationships that the staff have with the children.

## **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:** 2672801

**Provision sub-type:** Children's home

**Registered provider:** Madiba Limited

**Registered provider address:** One City West, Gelderd Road, Leeds, West Yorkshire LS12 6NJ

**Responsible individual:** Matthew Fisher

**Registered manager:** Emma Pyrah-Henry

## Inspector

Gemma McDonnell, Social Care Inspector

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