

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 accommodate up to six children from the ages of seven to 18 years old. The home provides care for children with learning disabilities and emotional and/or behavioural difficulties.

The manager registered when the home opened in February 2022 and has the skills and qualifications appropriate for this role. The registered manager will be leaving the post. She has been supporting a new manager who has applied to register with Ofsted.

Inspection dates: 16 and 17 August 2022

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected.		
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Inspection judgements

Overall experiences and progress of children and young people: good

There are three children living in the home who are making progress. Staff are positive role models for the children. They provide children with love and nurture in a family-style surrounding. This allows the children to form positive attachments with the adults who care for them.

Children say they enjoy the time that they spend with staff and are making memories from the new experiences that they have. This includes going on holiday and taking part in a charity walk with staff and other professionals. As a result, children are developing confidence in social settings which improves their self-esteem.

Staff promote the children's education. They support the children to engage in home tuition that is tailored to meet their individual needs. Multi-agency meetings with education providers, social workers and the manager ensure that plans for the children to attend school remain a priority. Children are engaging with their education plans. For one child, their progress is variable but significant from the child's starting point.

Staff support the children to attend all routine health appointments and eat a balanced diet. Where children struggle with their weight, staff devise menus to address dietary changes needed. This has resulted in weight loss and an increase in fitness levels. Children have attended optician appointments and follow through with any treatment. However, staff do not always address the wider issue of what effect not wearing any prescribed glasses will have on children's sight in the future. This could lead to further health complications.

Staff use one-to-one sessions with the children to discuss all areas of their development. This helps children to explore their own thoughts and feelings, giving them a better understanding of themselves and their experiences. Where there are concerns in relation to children's mental health, staff make referrals to external services. This means that children receive the support they need when they are struggling to cope with their emotions.

Staff promote the children's independence. Children take part in a variety of tasks such as making meals, doing laundry and cleaning. This provides the children with the basic skills to live independently when they move on from the home.

The manager advocates on the children's behalf about spending time with their families. This is in consultation with social workers, other professionals and family members. This enables the children to develop their relationships with the ones that mean the most to them. One family member said, 'I can't thank them (staff) enough, from the bottom of my heart these guys have helped me through this ordeal. If it wasn't for them, I don't know how I would manage.'

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

Staff know how to manage the children's individual risks and vulnerabilities. Risk assessments are updated and give staff clear actions to follow to reduce the risk of harm. Staff talk to the children about their risks and keeping themselves safe. As a result, one child now spends time alone in the community.

Children do not go missing from the home. This is because they have stable and trusting relationships with staff. If the children go missing, staff are clear on the actions that they need to take in these circumstances. This consistency keeps children increasingly safe and potentially reduces their risk of harm.

Physical interventions are rare. This shows that the positive behaviour management strategies that focus on de-escalation help the children manage their emotions. Staff understand the reasons why a child's behaviour may start to decline, and they act quickly to manage the concern. This includes notifying Ofsted about incidents of concern. Where shortfalls are identified in staff practice in relation to the management of behaviour, the manager takes action to rectify this, ensuring that staff receive refresher training.

Staff promote restorative practice. Positive behaviour as well as achievements are rewarded. When incidents occur, staff and the child concerned reflect on the incident. From this, staff discuss distraction techniques to help the child cope better. This reduces angry outbursts and improves the child's resilience when feeling sad or angry.

The effectiveness of leaders and managers: outstanding

Dedicated leaders support the registered manager. Together, they lead by example and have created a culture of warmth and love. They have high aspirations for the children. This has filtered through to the dedicated team members, who all speak extremely highly of the leaders and managers.

Staff receive excellent support and encouragement from leaders and managers. This includes regular supervision and team meetings. The manager promotes reflection sessions and research-based practice with information shared in team meetings. This develops the knowledge and practice of staff.

Staff handovers are clear and constructive. The children's emotional, health, social and physical welfare are discussed daily. Staff reflect on presenting behaviours and discuss effective ways of working with the children. The care that staff provide to the children is consistent and very child centred. One social worker said, '[Child's name] is doing really well living there.'

The manager is aware of the home's strengths and areas for development. The meticulous monitoring systems in place mean that, when shortfalls are found, the manager takes immediate action in ensuring they are swiftly rectified.

The manager takes allegations against staff seriously and these are investigated in consultation with the designated officer and placing authorities. The manager follows through any actions identified in relation to the practice of staff. The lessons learned enable staff to move on from the situation and return to working with the children where appropriate.

Leaders and managers advocate on the children's behalf and do not give up until they have their desired outcome for the children. For one child, this means that funding is agreed for health assessments in the private sector. This ensures that the children are receiving the care they deserve.

Leaders and managers are passionate about employing the right people to work with the children. The newly appointed recruitment well-being manager pre-screens candidates to assess their suitability for employment. Successful candidates and current staff have regular welfare check-ins with the well-being manager. Alongside this, the director rewards staff with meals out and team activities as a gesture of goodwill. This recognition re-enforces to staff that they and the work they do with children are valued.

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, the 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 health and well-being standard is that— children receive advice, services and support in relation to their health and well-being. (Regulation 10 (1)(b))	17 September 2022

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: C/O Accountsforme Ltd, The Office, Willowfield Court, Highfield Road, Bushey, Hertfordshire WD23 2HD

Responsible individual: Uzma Bibi

Registered manager: Janine Sharkey

Inspector

Gemma McDonnell, Social Care Inspector

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