

# 2674591

Registered provider: R.E.A.C.H CHC LTD

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The privately owned home is registered to provide care for up to three children with emotional and social difficulties.

The home is led by a manager who registered with Ofsted in March 2023. One child lives in the home. Since the last inspection, two children have moved in and two children have moved out of the home.

### Inspection dates: 6 and 7 March 2024

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

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

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

**Date of last inspection:** 26 September 2022

**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            |
|-----------------|-----------------|---------------------------------|
| 26/09/2022      | Full            | Requires improvement to be good |

## Inspection judgements

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

Children's moves in and out of the home are well planned. Children are warmly welcomed, which helps them to settle in. Children who move out maintain positive relationships with staff. This ensures that they continue to feel loved and supported.

The child has lived at the home for four weeks and is making progress. They are building relationships with staff, which is helping them to make good life choices. For example, the child has now stopped vaping.

Positive behaviour is promoted, and the child is responding well to the daily routines at the home. Each morning, staff prepare a bubble bath, which encourages the child to get out of bed and complete their hygiene routines. This has a positive impact on the child's well-being.

Staff promote the importance of education. When children have been unable to attend school, staff have supported them to engage in home learning and complete educational activities.

Children are supported to express their views, and their feedback is listened to. One child's feedback resulted in the redecoration of some communal areas. This made the environment feel more homely.

Staff support children to maintain positive relationships with key people in their lives. A child and their parent explained that staff are helping them to plan a holiday so that they can spend some quality time together.

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

Safeguarding practices keep children safe. A child who recently moved out said, 'The home was a safe space for me.' Staff follow detailed risk assessments and use consistent strategies to help children to manage their behaviours and emotions. In addition, children are supported to take risks that are appropriate for their age, which helps them to gain valuable independence skills.

Children's behaviour is managed well through a nurturing and therapeutic approach. This means that the use of physical restraint has significantly reduced since the last inspection. When used, restraint is proportionate and necessary. Incidents are reviewed by the manager and learning is used to improve practice.

Complaints and allegations are taken seriously and responded to well. Prompt action was taken when a child complained about a staff member. This helps children to feel listened to.

Children have not gone missing from the home for 10 months, which demonstrates that children have become safer. When this does happen, staff follow protocols and support children to return to the home safely. Following their return, staff talk to children about why they went missing. However, independent return-home interviews are not always completed by the local authority. This is a missed opportunity for children to reflect on their time away from home and to fully understand any risks.

Recruitment practices are good at the home. Staff are carefully vetted before looking after children.

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

The registered manager has a warm and nurturing approach. She is reflective of practice and has grown in confidence. She is completing a level 5 qualification in leadership and management to further develop her knowledge and skills.

The manager leads a dedicated staff team, who share her high aspirations for children. Team morale is good, and this creates a positive culture for children to experience. Staff feel supported by the manager and enjoy working at the home. One staff member said, 'She is a good manager, very passionate, and has a lot of energy.'

Staff speak highly of the quality and content of their training. They work as a team to embed their training into everyday practice. For example, the therapeutic approach used supports children's progress. Staff receive regular and effective supervision. This provides opportunities for reflection and development.

The manager has effective oversight of the home. Monitoring systems have been strengthened, which helps her to monitor the quality of care to benefit children. Sufficient action has been taken in response to the requirements and recommendations made at the last inspection.

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

### **Recommendations**

- The registered person should ensure that independent return-home interviews following any period of children going missing from home are completed in line with statutory guidance. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraphs 9.25)

### **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:** 2674591

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

**Registered provider:** R.E.A.C.H CHC LTD

**Registered provider address:** 322 Gravelly Lane, Birmingham B23 5SB

**Responsible individual:** John Leachman

**Registered manager:** Sally-Anne McLeod

## Inspector

Amy Richards, Social Care Inspector

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