

2674818

Registered provider: Flourish Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered to provide care for one child aged between seven and 18 years. One child recently moved into the home.

Inspection dates: 1 and 2 November 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	requires improvement to be good
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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: not applicable

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

This is the first inspection of the home. The home is welcoming and well decorated. The child's views and wishes about the decor of their home have been listened to and all the rooms in the home are personalised to reflect the child's tastes and interests.

The child is making progress and developing positive relationships with the staff. Staff listen to the child and act on any reasonable requests. The child told the staff that they disliked children's meetings. On hearing this, the staff revised how they capture the child's views and opinions. This ensures that the child feels valued and listened to.

The child takes part in activities they enjoy, with support from the staff. For example, the child volunteers at a local horse-riding stable. This provides the child with the opportunity to gain new skills and experiences while doing something they enjoy.

Recently, the child has not accessed their education at school. However, the manager challenged professionals to make certain the child's education continued with support from a tutor in the home. As a result, the child is going to return to school. The manager and staff advocate on behalf of the child.

Careful planning has resulted in the child spending more time with their family. The staff invite the family to spend time in the home with the child. This means that they can enjoy activities together in the home. The child's family said that they feel welcomed by the staff. This helps the child to keep in touch with people who are important to them. The child is being supported to develop a positive sense of their identity.

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

The child said that they enjoy living in the home and that the staff and manager always take time to listen to them.

Staff use physical interventions as a last resort to prevent the child from hurting themselves or others. The manager and staff complete detailed records of each incident and include the voice of the child. This helps the manager to evaluate each incident and to prevent similar incidents from happening in the future.

Staff help the child to stay safe online. They raise the child's awareness of online harm through discussions. This includes talking about safe and healthy relationships. This means that the child is developing a better understanding of staying safe.

There have been no incidents of the child going missing from the home. The child is being helped to feel increasingly safe by the care they receive from the staff. Staff

spoken to demonstrated a clear understanding of how to respond if the child was to go missing from the home.

The registered manager is improving risk-management processes. However, the child's plans do not consistently include clear strategies for staff to follow to help keep the child safe. This could lead to inconsistent responses to the child's needs.

Managers have not sourced therapeutic input to support the child's emotional well-being. As a result, the child is not being supported to understand all of their emotional needs.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager is suitably qualified and works closely with the responsible individual to meet the child's needs. However, the leadership and management of the home require improvement.

Staff have received mandatory training. Some of this has been face-to-face training, which staff have found helpful and there has been a positive impact on their practice. However, not all staff are confident in managing negative behaviours displayed by the child. The staff would benefit from additional training to support them in their roles. This would enable the staff to develop their skills and help the child to make progress.

The home's agreement as to how the child communicates with leaders and managers out of hours is not appropriate or safe. As a result, the manager has revised this process. This will help to keep leaders and managers and the child safer.

The risk assessments do not reflect all the child's known risks. This means that the staff are not informed of all the child's needs or how to manage these risks safely.

The locality risk assessment does not reflect that the busy main road next to the home poses a risk to the child when they are distressed. This risk has not been incorporated into the home's location risk assessment.

Staff feel supported by the manager and value their supervision meetings. This helps the staff to reflect on their performance and to set targets for the year ahead. This ensures that staff feel supported and continue to develop their skills.

The manager recruits new staff safely. These safer recruitment procedures make sure that children are protected by preventing unsuitable adults from working in the home. Although there have been recent changes to the staff team, the manager works hard to provide stability for the child. The use of agency staff is limited. This helps to ensure that the child receives consistent care.

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

Statutory requirements

This section sets out the actions that the registered persons must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered persons must comply within the given timescales.

Requirement	Due date
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(b) (2)(i)(ii)(iii)(iv)(v)(ix)(xi))	30 January 2023
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	30 January 2023

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (2)(a)(i)(ii)(iii))	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home has sufficient staff to provide care for each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(d)(f)(h))	30 January 2023

Recommendation

- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home’s location and strategies for managing these. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 64, paragraph 15.1).

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: 2674818

Provision sub-type: Children's home

Registered provider: Flourish Children's Services Ltd

Registered provider address: 11 Moor Lane North, Ravenfield, Rotherham S65 4LZ

Responsible individual: Faryal Mohammed

Registered manager: Rebecca Rickett

Inspector

Ruth Jackson, Social Care Inspector

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