

2681311

Registered provider: Abbey Green Therapeutic Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It is registered to provide care for one child. The home offers specialist therapeutic care for a child who has experienced trauma and may display behaviours that challenge.

The home is led by a registered manager.

Inspection dates: 6 and 7 September 2022

Overall experiences and progress of children and young people, taking into account **good**

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: n/a

Overall judgement at last inspection: n/a

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

This is the first inspection of the children's home since its registration in April 2022. The child residing at the home is making good progress. Managers and staff have been successful at developing very good relationships with the child. This has helped the child to develop a sense of belonging and an understanding of the reasons why the child is in residential care.

Staff are strong advocates for the child. Everything they do is for the child and with the child in mind. This means that they really listen to and speak up for the child so that other people understand the child's wishes and feelings. A social worker said: 'They always put [the child] first. It's always [the child's] opinion. They really advocate for [the child].'

The child is not currently attending education. The manager is waiting for an educational placement to be confirmed. Two potential education placements have been identified. The manager has challenged the education authority and has advocated strongly on behalf of the child to hasten the process along. While waiting for an education placement, staff have ensured that the child has been involved in educational activities. A tutor has visited the home and provided educational input and help for the child and staff.

Staff understand the importance of family time, for the child. In addition, the child has been able to bring their pet into the home for overnight stays. Caring for their pet gives the child enormous comfort. The child's individual interests and hobbies, such as baking, are encouraged and supported by staff.

Partnership working with external multi-agency partners is of very good quality. Staff are receptive to specialist advice from external agencies and adjust the way they care for the child in line with advice and guidance. Additionally, the therapeutic support and care the child receives is helping them to help make sense of their thoughts and feelings.

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

The child has very complex needs, and as a result, safeguarding incidents have been high. The knowledge and understanding that staff have about the child's needs is increasing. As a result, incidents are decreasing. Staff are beginning to recognise the small changes in the child's demeanour which may mean the child is becoming distressed. Staff are supporting the child to develop coping strategies. For example, the child has developed a signal to alert staff that support and help are needed.

Leaders and managers have established effective systems to monitor the number of safeguarding incidents that occur, including physical interventions. They look at the

reasons why events have occurred and adjust the child's care plan to help ensure their safety. As a result, incidents have decreased and the child has become safer.

There is very good preventative work being undertaken with the child. For example, the manager understands how important it is for the child to feel part of their own care. They have sat down together to discuss the triggers and feelings the child feels before, during and after an incident, and the child has helped to inform their own care plan.

The manager and staff have a good understanding of the risks posed to and from the child. A range of risk assessments have been developed. These are well considered, and consideration is made of the child's age and stage of development within these assessments. When new risks emerge for the child, managers respond quickly to keep the child safe.

The recruitment of new staff is carried out in accordance with safer recruitment protocols. This helps to prevent unsuitable adults caring for children. The manager and staff do not require agency staffing support. This means that the child receives care and support from staff they know and trust. Over time, this is helping the child to feel safe and secure.

The effectiveness of leaders and managers: good

The manager has an excellent knowledge of the child's needs and relevant plans. The manager is proud of the child and respects the child immensely. The manager is well-supported by an equally committed deputy manager. Together, they provide solid leadership, this is the foundation from which the child receives good-quality care.

Leaders and managers have developed an experienced and committed staff team. Relationships between the child and staff are good and continue to grow. They have the skills and resilience to meet the child's needs.

Staff supervisions take place regularly and staff receive additional support if needed. New staff have a thorough induction, and they feel well supported. Staff have good training opportunities that reflect the needs of the child. There is also support from a psychotherapist who works within the organisation, which enables staff to offer care from a trauma-informed perspective.

The home is well-monitored by an independent visitor. The manager proactively addresses any shortfalls. He is constantly looking for and implementing new ways to improve practice. Leaders and managers have good oversight of the quality of care provided. They implement lessons learned from incidents and the child's experiences of living at the home. Concerns are dealt with in a timely way and actions are identified to prevent shortfalls developing. This demonstrates a commitment to providing a good standard of care for the child in their care.

All professionals and family members spoken to were positive, citing communication as a key strength. The manager is influential in decision-making processes regarding the child's life. A professional said, 'They couldn't do better. There's nothing about the care that needs tweaking. They meet [the child's] needs 100% of the time.'

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: 2681311

Provision sub-type: Children's home

Registered provider: Abbey Green Therapeutic Children's Services Ltd

Registered provider address: 51 Abbey Green Road, Leek ST13 8SA

Responsible individual: Michael Stanway

Registered manager: Avgoustinos Demetriou

Inspector

Catherine Honey, Social Care Inspector

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