

2692118

Registered provider: Woodleigh Healthcare Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to two children with learning disabilities. There was one child living at the home at the time of the inspection.

The home is led by a registered manager.

Inspection dates: 18 and 19 June 2024

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: 27 June 2023

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
27/06/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child is happy at the home. He has made very good progress, which is acknowledged by family members and his local authority social worker.

The child's care plans are comprehensive. They are clearly written and cover all aspects of the child's life. They are specific to the individual, complex needs of the child. A 'my profile' document includes the child's likes and dislikes. There is an additional plan that focuses on the child's activities, opportunities and happiness. As a result, staff have clear guidance of how to care for the child and keep him safe.

Staff communicate very well with the child. They know him well and understand how he expresses his feelings. Pictures and symbols are used to help the child to make choices. A new electronic communication system has been sourced. This is being introduced gradually to see if the child likes this method.

The staff support the child to spend regular time with his family. This is a central part of his care plan. Parents, grandparents and siblings are all welcome at the home. One family member said, 'When I visit the home, there is a calm atmosphere. We hold the carers in the highest regard. They go above and beyond.'

Education for the child is seen as a vital part of his development. He is not currently in formal education. The manager and responsible individual are working with educational professionals. This is to ensure that a provision is identified to meet the child's specific needs. In the meantime, staff are engaging him in activities that help with his sensory development.

The child is helped to lead a healthy lifestyle. Carers ensure that the child has a healthy diet. Activities involve exercise. Regular appointments are made with dentists, doctors and opticians. The staff have a close relationship with health professionals to manage the child's required medication. Medication is stored and administered safely. It is well recorded and audited.

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

The child's positive behaviour support plan is very clear and detailed. It includes the sources of behaviours, and explains behaviour in the context of the child's medical diagnosis. There is also a detailed risk assessment. This clearly records how to work with the child to keep him safe. As a result, staff understand the child's risks, behaviours and specific ways to care for and protect them.

There has been a large decrease in the child's self-injurious incidents. The child is less anxious. The child's family and social worker attribute this to the way that staff respond to and care for the child.

Incidents involving the child's unwanted behaviours are handled well. Physical intervention is rarely used. It is occasionally needed as a last resort to keep the child or others safe. When required, the intervention is brief and proportionate. It is recorded in detail and reviewed by the manager. Debriefs are held with staff after each incident. This helps staff to learn different ways to respond.

The staff have a good working relationship with child mental health specialists. They have visited the child at the home. They will advise staff regarding reasons for and responses to behaviour. This informs the positive behaviour support plan and risk assessments.

The manager and staff assess the safety of the building, in relation to the child's individual needs. This has led to the environment and practice being changed. This has helped the child to feel more settled and calmer.

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

Staff like working at the home and caring for the child. However, some staff say that they do not always feel listened to by the manager and responsible individual. Some staff feel that they do not have an opportunity to develop within the company.

The manager communicates well with the child's family members and professionals who are involved with the child. They appreciate the level of information shared. A parent said, 'We will have a message most days from the manager. We feel very blessed and lucky that we have the staff team.'

The manager has not ensured that staff receive supervision in line with the company's policy. Therefore, staff are not getting the opportunity for one-to-one time with a manager or senior worker. This limits the opportunity for staff to learn from experienced workers and receive support or be listened to.

Team meetings are not held regularly. This is a missed opportunity for the manager to develop the staff's practice and address issues together.

There is a good induction for new starters. This includes initial training and shadowing existing staff. There is a 'My Reflective Practice Diary' that is completed over a six-month probation period. However, this is not always being checked, discussed with the staff member, or signed off by the manager.

The responsible individual is experienced in caring for children with learning disabilities. He provides good support to the manager. He spends a lot of time at the home and knows the child and staff well.

The manager uses good quality assurance processes. She monitors the home well. Manager oversight is recorded on all incident reports and other important documents.

This ensures that the manager knows the quality of the care and help and protection of the child.

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 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 staff work as a team where appropriate. (Regulation 13 (1)(a)(b) (2)(b)) This specifically refers to the frequency of team meetings.	31 July 2024
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)) This specifically refers to the registered manager ensuring that supervisions are delivered in line with the home's policy.	31 July 2024

Recommendations

- The registered person should understand the key role they play in the training and development of staff in the home. This specifically relates to evidencing support and oversight of staff inductions. ('Guide to the Children's Homes Regulations, including the quality standards,' page 53, paragraph 10.11)

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: 2692118

Provision sub-type: Children's home

Registered provider: Woodleigh Healthcare Children Services Limited

Registered provider address: 23 Woodleigh Close, Leicester LE5 2HW

Responsible individual: Paul White

Registered manager: Aleyah Butt

Inspector

Shaun Caplis, Social Care Inspector

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