

2703431

Registered provider: SBL Care Services (UK) Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. The home provides care for up to two children with social and/or emotional difficulties.

The home and manager registered with Ofsted in October 2022.

There were two children living at the home at the time of this inspection.

Inspection dates: 30 and 31 July 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 April 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
04/04/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The children have remained settled in the home since the last inspection. The registered manager and staff know the children well and understand their individual needs. The children said that they enjoy living at the home. Staff have warm and nurturing relationships with the children. This means the children have a sense of permanence and belonging. The children have a range of positive experiences, and the registered manager and staff create a warm environment. This supports the children to make progress.

The registered manager and staff work well with education professionals. When barriers occur, the registered manager escalates concerns. The registered manager and staff work together to identify and overcome barriers to one child's learning. The children are making progress in education from their starting point.

Regular direct work sessions are completed with the children to support their needs. The registered manager and staff regularly gain the children's views and ensure that the children can express their views through an independent advocate who visits the home regularly. This helps the children to feel valued. The children know how to make a complaint.

Staff prioritise children's health and well-being needs. The children are registered with local health provisions and staff encourage the children to attend routine health appointments. This means that the children remain healthy, and their health needs are met.

One professional shared extremely positive feedback regarding the care and support of one child. They said: 'They 100% support family time and fully meet [name of child]'s needs'. Additionally, when asked about their experiences of working with the manager and staff, they said it was fantastic.

The registered manager and staff understand that family time is important to the children. They support the children to spend time with family members. This means that the children maintain relationships with the people who are important to them.

Staff are ambitious to support the children to develop their independence skills and promote their engagement in community activities. This helps to build the children's confidence, self-esteem and self-worth. As a result, the children are making progress in all areas of their lives.

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

The safety and welfare of the children are at the centre of staff practice. The registered manager and staff understand the children's vulnerabilities. The children say that they can speak to staff and the registered manager if they are worried about anything.

Due to the positive relationships between the children and staff, staff support the children to manage their emotions and feelings better. As a result, there have been a low number of incidents. There have been no incidents of children being missing from care and no incidents of restraint.

The registered manager and staff respond well to safeguarding concerns. However, when one child made a disclosure, the registered manager failed to notify Ofsted. This means that the regulator did not have oversight of the safeguarding incident and was not able to determine if the actions taken by the manager and staff ensured that children were safe.

Leaders, managers and staff do not always ensure that children are supported to understand and manage the impact of their previous childhood experiences. This does not support children's emotional development and well-being.

There are clear risk management plans in place for children. They contain strategies for staff to follow to reduce the risk of harm to the children. However, some of the language used in children's records is punitive and judgemental. The registered manager and staff talk to the children about risks they may be exposed to, such as internet safety and self-harm. This helps the children understand the risks they face and how to keep themselves safe.

The recruitment of staff is comprehensive. Recruitment records demonstrate that effective processes are in place to ensure that only suitable adults are employed to work with children.

The effectiveness of leaders and managers: good

The registered manager has the necessary skills and experience to manage the home. He is child-centred and has created a nurturing and homely environment for the children. The culture of the home is characterised by high expectations and aspirations for all children.

The registered manager has positive relationships with external professionals. This effective multi-agency approach helps the children to make progress in all areas of their lives.

The registered manager and staff are ambitious for the children and promote goals and permanence for the children's future. Monitoring tools are in place. However, managerial oversight and evaluation of the children's records is not always evident. This is a missed

opportunity for leaders and managers to review the quality of care provided to the children and to ensure that the children are safeguarded effectively.

Staff support the children to develop their social skills by inviting professionals and guests to the home to enjoy events and celebrations. However, records do not demonstrate that the registered manager has made a risk assessment of the suitability of all visitors to the home.

Staff say that they feel supported by leaders and managers and that they receive regular supervision. Team morale is positive. Staff have opportunities to develop their practice and discuss different ways to support the children. There are clear responsibilities and accountabilities and staff have a sense of shared ownership about their practice.

Staff members speak highly of the registered manager. One member of staff gave positive feedback. They wrote: 'Working at [name of home] has been the best home I have ever worked in, I feel valued and supported and the children are living the best life possible whilst being safe. I have never worked in a home with more of a family environment, each staff member goes above and beyond. The manager is great and listens to our young people's wishes and feelings alongside developing us as staff members.'

The requirements raised at the last inspection have been met.

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 registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b))	20 September 2024
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— In particular, the standard in paragraph (1) requires the registered person to— helps children aspire to fulfil their potential; and promotes their welfare. 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (a)(b) (2)(f)(g)(ii)(h)) Specifically, the registered person must ensure risks are assessed and monitored in relation to visitors to the home. Additionally, the registered person must demonstrate that there are systems in place to review the care provided to the children	20 September 2024

and ensure that there is clear managerial oversight and evaluation of all children's records.	
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— treat each child with dignity and respect; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1) (2)(b)(iii)(v)) Specifically, the registered person must ensure that children have appropriate support to understand the impact of their previous childhood experiences. Additionally, leaders and managers must ensure that the language used in children's records is not punitive or judgemental.	20 September 2024

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: 2703431

Provision sub-type: Children's home

Registered provider: SBL Care Services (UK) Ltd

Registered provider address: 17 St Peter's Place, Fleetwood, Lancashire FY7 6EB

Responsible individual: Graham Ayres

Registered manager: David Harrison

Inspectors

Sally Croft, Social Care Inspector

Claire Hobbs, Social Care Inspector

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