

2717339

Registered provider: HATCH Group

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 children who experience social and emotional difficulties.

The home is led by a registered manager. This is the first inspection of the home since it registered.

Inspection dates: 27 and 28 June 2023

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by staff who understand their needs well. Staff have developed warm and trusting relationships with the children. There is an ethos of mutual respect in the home and staff are consistently available to the children.

Staff prioritise children's education. When children do not receive formal education, staff motivate children to learn at home. The communication between education professionals and staff is very effective. This ensures that children receive consistency in their care and education, which helps them to make progress.

Staff support children to have good memories of their time at the home. They have created personalised memory books for the children. This is a powerful reminder for children about their positive experiences and the excellent progress they make while living at the home.

Children's views and opinions are listened to by staff and managers. Regular meetings are held with children to ensure that they have opportunities to share their ideas and suggestions.

Children enjoy good health. Staff understand the children's individual healthcare needs well and support them to attend health appointments. Staff motivate and encourage a healthy lifestyle. This also supports the children's emotional health and well-being.

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

Children are encouraged to speak to staff about any concerns they may have. Staff use non-judgmental language. As a result, one child has begun to share important information. This enables children to receive support and avoid any escalation to more-challenging behaviours.

Staff have a good understanding of the home's child protection procedures. They know how to keep children safe and talk to children regularly about keeping safe. Children's relevant plans are discussed in team meetings and during individual staff supervision sessions with the manager. This helps staff to have a good understanding of the children's needs, risks and the plans developed to manage these risks.

Staff rarely use physical restraint when children are struggling to manage overwhelming emotions. However, on one occasion, restraint was used. This was to ensure that the child was safeguarded. The restraint was proportionate and used in line with guidelines and protocols.

When children go missing from care, staff are proactive in searching for them. For example, on one occasion, staff remained in the area to provide the child with

reassurance that they were available to the child. This reassures children that they remain an absolute priority for staff when they go missing from care.

Thorough recruitment processes are followed to help ensure that only adults who have been assessed as safe to work with children are employed to work in the home.

The effectiveness of leaders and managers: good

The manager has recently registered with Ofsted, and she is supported by an experienced senior manager. Managers are ambitious for the home. They have a very good understanding of the needs of the children in their care. They model a culture of high expectations for children's outcomes, and staff share these expectations.

Partnership work with external agencies is positive. External professionals commend the managers and staff on their communication and the quality of care that children receive. Staff say that managers are approachable and available. The staff work well as a team and ensure that children have excellent experiences.

Team meetings and individual supervision sessions for staff take place on a regular basis. These are child and staff focused. Any learning needs identified are met. Staff training arrangements are particularly good. For example, they receive training in topics such as understanding depression and suicide, improving staff mental health and well-being. The manager also organises specialist training when required to help staff better understand and meet children's individual needs. Consequently, staff are extremely well equipped to meet the needs of the children living in the home.

The manager monitors and reviews all aspects of the care provided to children. However, during the inspection, some documents lacked evaluation and in-depth scrutiny from the manager. This could prevent staff from having opportunities to reflect, develop and learn from practice.

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: 2717339

Provision sub-type: Children's home

Registered provider: HATCH Group

Registered provider address: Suite A, Best House, Grange Business Park,
Leicester LE8 6EP

Responsible individual: Amy Watson

Registered manager: Molly Collins

Inspector

Corline Parker, Social Care Inspector

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