

# 2728238

Registered provider: New Hope Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and managed by a private company. It provides care for up to 2 children who may have social and emotional difficulties and/or learning disabilities. One child was living in the home at the time of this inspection.

The manager registered with Ofsted in July 2023.

### Inspection dates: 10 and 11 December 2025

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 21 January 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 21/01/2025      | Full            | Good                 |
| 17/01/2024      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The inspector spoke to the child during the inspection.

When asked what has improved for them since moving to the home they said, 'Everything!'. No children have moved in or out of the home since the last inspection. The child who lives at the home has lived there since it opened and because of the consistent and supportive care provided by the staff they have made profound progress.

The home is warm and welcoming and feels like a family home. It had been decorated for Christmas complete with the 'naughty elf'. There are photos of the child throughout the home and their bedroom is personalised and clean. The child also has a pet cat who also enjoys the large garden.

The child has been well supported to be able to attend school again following considerable periods without education. The child now has excellent attendance and has recently revised for and sat exams which they did extremely well in. The assistant head teacher at the school said, 'This is down to the staff at the home and the nurturing environment they provide.' The staff work closely with the school to maintain the child's progress and attendance.

Learning does not stop at school. The staff consistently provide learning opportunities to the child that they happily engage with. This practice widens the child's experiences and teaches them about different cultures, social issues and helps them to understand the times we live in.

The child is at the centre of all that the staff do. Their voice is clear in both their plans and recorded conversations. The child attends their reviews, and their views, wishes and feelings are always sought and considered. As a result, the child has built strong and trusting relationships which has allowed them to grow in confidence and feel comfortable to be themselves.

The child's physical and emotional health has improved significantly since moving into the home. The child has attended all their routine appointments and caught up on important immunisations. The child has developed self-care skills and takes pride in their appearance including going for regular haircuts and wanting to look smart, opting for a suit for a recent special birthday.

The child has enjoyed many 'firsts' since living at the home. A stand out example is a recent trip to Disneyland Paris. The planning and preparation for this holiday was meticulous. This ensured that the child was fully prepared and knew what to expect. The holiday was a success and was enjoyed by the child.

The child benefits from a structured routine that includes a range of activities. These include attending the gym, swimming and cycling. The child has also visited museums, been fishing and attended theme parks. The child is involved in his community, regularly donating clothes to charity and has secured work experience.

Staff are keen to support the child to develop their independence skills, and they do so in a way that the child can manage. Larger tasks are broken down so they can be practiced in stages. The staff use visual resources and social stories to support the child when required. This shows an understanding of the child's needs when they are learning new skills. Staff are committed to continually support the child's development.

### **How well children and young people are helped and protected: outstanding**

Staff provide consistent messages of safety, predictability and permanence. The manager, who is also the director works commendably with the local authority to ensure that the child's plan is in their best interests.

The staff have an excellent understanding of the child and can respond quickly to subtle changes in behaviour and de-escalate issues. Since living in the home, there continues to be a significant reduction in the intensity and frequency of incidents for the child. There has been one incident involving the use of restraint since the last inspection, and this was in February.

The manager and the staff team are excellent advocates for the child. The child has developed their social skills and as a result has begun to form friendships. The staff support the child to navigate the complexities of relationships and social situations. The child's social worker said, 'They are fantastic, I wish there were more homes like this – they go above and beyond.'

There have been no changes to the staff team since the child moved into the home. This ensures that the child is provided with consistency of support and has been integral to the progress made by the child. The staff have a good understanding of how to manage different safeguarding concerns should they arise and spoke of these confidently.

### **The effectiveness of leaders and managers: outstanding**

The manager is suitably experienced and qualified and has worked hard to maintain and develop a consistent and proactive team. The manager is a real presence in the home and has a strong relationship with the child. They are committed to ensuring that they continue to support the child in all areas, ensuring further progress is made and that the child is fully prepared for when the time to move on arrives.

The manager has high expectations of the staff team and has role modelled these from the beginning. As a result, staff are fully aware of their responsibilities in providing outstanding care to the child. The child is supported by knowledgeable, experienced and skilled staff. All staff have completed the relevant qualification and have been motivated to achieve this.

Staff say that they feel supported by the manager and that they receive regular supervision sessions which allow them to reflect on and develop their practice. The staff are keen to learn and develop for the benefit of the child. Regular team meetings are used to reflect together as a team and plan.

Research based practice is evident throughout the home and care provided. Supported also by a clinical psychologist, staff use proven strategies and models of care and behaviour support. The psychologist said, 'They [staff] are very reflective, very conscientious and they use the sessions effectively, they understand the child's needs really well.'

The manager is keen to develop and continually improve. They work closely with other professionals including the independent person and always takes their recommendations on board to improve practice and outcomes for the child.

## **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:** 2728238

**Provision sub-type:** Children's home

**Registered provider:** New Hope Children's Homes Limited

**Responsible individual:** Lee Webster

**Registered manager:** Ali Sajjad

## Inspector

Kerri Lynch, Social Care Inspector

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