

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 two children who may have social and emotional difficulties and/or learning disabilities. One child was living at the home at the time of this inspection.

The manager registered with Ofsted in July 2023.

Inspection dates: 17 and 18 January 2024

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: 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

A child moved into the home in August 2023. They settled in quickly with support and encouragement from staff. Staff have developed positive relationships with the child and provide consistency and stability in their life. The child said, 'The staff are the best thing. They're funny and they help me with everything.'

The manager is working with the placing authority to re-establish family time for the child as he does not currently have any time with family. This will ensure that they can sustain their close relationships with the people who are most important to them.

Staff provide the child with online education and other forms of alternative learning in order to complement their current educational arrangements, as they are not currently in full-time education. Staff are able to effectively engage the child in in-house education in a positive and consistent way. The manager is working with the child's social worker to find a suitable and specialist educational provision.

Staff have helped them overcome their anxieties around attending their health appointments. As a result, the child attends the health services that they need to be healthy.

Staff provide extensive support to the child through one-to-one discussions. This is having a positive impact for the child in terms of their improved self-care skills, behaviour, self-confidence and engagement in education. Staff provide well-planned, highly personalised care that contributes to change and improvement in the child's life. The social worker said, 'He lives in an amazing environment with the right support and people around him.'

Staff provide the child with positive activities in the community and ensure that their experiences are consistently positive. The child has enjoyed trips to the farm, theme parks, fun fairs and museums, and he attends the library. Staff actively promote their interests and hobbies.

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

The child's safety is consistently at the centre of staff's practice. Effective safe working practices guided by well-constructed risk management plans, protects the child and keeps them safe from harm. The child benefits from clear rules and consistent boundaries and staff have high expectations of behaviour. An independent reviewing officer said, 'Staff quickly gained an understanding of their needs and put in clear plans, boundaries and routines, which he needed and took to well.'

There have been no complaints, allegations, restraints, or incidents of the child going missing from the home. Staff are always alert to the possibility of incidents occurring and are trained to manage the child's behaviours safely and effectively. Risks associated with the child are well known and understood by staff.

There are significantly fewer incidents because staff have supported the child to self-regulate their behaviour safely. Consequences for managing negative behaviour are kept to an absolute minimum. The social worker said, 'I have to say, he has come on leaps and bounds.'

Staff ensure that the child benefits from a homely, inclusive and comfortable living environment. Staff manage health and safety matters effectively, to ensure a safe environment for children. The child's bedroom is suitably personalised and reflects their needs and characteristics. The child said, 'I prefer it here to other places. I am actually allowed in the office.'

Staff employed to care for children are selected and vetted carefully. This ensures that children are protected from unsuitable people.

The effectiveness of leaders and managers: good

This is the home's first inspection since registration. There is an experienced and well-qualified registered manager who demonstrates effective leadership of the day-to-day operations of the home. The manager has exceptional skills in caring for vulnerable children. They are extremely child focused, dedicated and committed. They consistently hold high aspirations for children and have high expectations of staff. The manager is inspirational, energetic and leads staff by example. The child said, 'He is the most energetic manager I have ever met.'

There are sufficient staff to meet the needs and numbers of children. A stable staff team provides children with continuity of care to ensure that they have stability and consistency in their lives.

Staff are well supported in their roles. Strong leadership empowers staff and enables them to grow and evolve as caring professionals. The manager ensures that staff benefit from regular training, team meetings and reflective performance-related supervision to meet the specific needs of children.

Staff maintain highly effective partnerships with professionals to ensure that the child benefits from the best possible help and all-round support.

Feedback obtained from the child and professionals was consistently positive. The social worker said, 'It is testament to the manager and team for the work they have done. He is such a different child.'

The registered manager uses the internal and external monitoring activities effectively to understand the strengths and weaknesses of the care provided. They act promptly to tackle any shortfalls in order to ensure that they continually improve.

What does the children's home need to do to improve?

Recommendations

- The registered person should work closely with the child's placing authority to ensure that family time is re-established, wherever possible. ('Guide to the Children's Homes Regulations, including the quality standards', page 38, paragraph 8.6)
- The registered person should ensure that children of compulsory school age are supported to resume their schooling on a full-time basis through attending a suitable educational provision. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.14)

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

Anthony Kyem, Social Care Inspector

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