

2729137

Registered provider: Safe Haven Adolescent Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by an independent provider. It is registered to provide care for one child who may have social and emotional needs.

Inspection dates: 26 and 27 September 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 applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

The child lives in a home that is maintained to a high standard of decoration and has a homely feel. Recent adaptations have created additional space where the child can relax. The child has been able to decorate their bedroom to their tastes and preferences. They have had a say in the decor of the home, which has helped them to have a sense of belonging and helped them to feel settled.

Considered planning was undertaken before the child moved into the home. A clear transition plan ensured that staff understood the child's needs before their arrival and felt well prepared to care for them. The child was offered several opportunities to meet with staff before moving in. Innovative use of a QR code enabled the child to see videos of staff introducing themselves and sharing their excitement of them coming to the home. This ensured that the child felt valued and knew staff were ready to welcome them.

The needs of the child are well understood by staff. Care plans are thorough, and staff understand the best way to work with the child to encourage their engagement. The child has been able to contribute to their plans and their wishes are actioned where appropriate. The child's voice is carefully listened to and staff are good advocates for them with wider professionals. Consequently, the child is beginning to develop trusting and warm relationships with staff.

Staff have been proactive in re-establishing family time and the child is now being supported to see members of their family with increasing regularity. Staff understand the importance of ongoing family ties for the child and are developing effective working relationships with their father.

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

Staff care deeply about the child. The home's preferred care model is well understood and imbedded in practice. The child is cared for in a nurturing and sensitive way which is responded to well by the child. The child is now choosing to spend increasing periods of time with staff at the home, which is keeping them safe. There have been no incidents of the child going missing or self-harming while at this home, despite these being concerns historically for the child.

Staff engage the child in regular one-to-one discussions. These are thoughtful and approached sensitively. The child is beginning to share their feelings more openly and this has led to several disclosures. These are responded to effectively by staff and shared appropriately with wider professionals. As a result, the child is understanding better how to keep themselves safe. There has been a marked decrease in risk-taking behaviours since they have lived at the home.

Risk assessments are thorough and encourage staff to understand the child's behaviours in the wider context of their historical experiences. Safety planning is trauma-informed and acknowledges behaviour as a form of communication. Plans advise staff how to recognise and respond to risk-taking behaviours should these occur. Regular updates ensure staff know changes to care planning and recognise areas of positive development for the child. The manager had assumed that a child was using their phone safely. However, they had no way of ensuring that this was correct as there was minimal oversight of the child's phone use.

Complaints made by the child are taken seriously and acted on by staff. When appropriate, they are escalated to other professionals and clear outcomes are communicated to the child.

Staff understand how to manage the child's smoking. Supporting the child to stop smoking is a priority for the manager and staff team. While risk assessments acknowledge smoking as a concern, they do not offer clear and pragmatic advice to staff, particularly on the storage of cigarettes and lighters. This could lead to inconsistency of approach with the child and a possible fire hazard.

The effectiveness of leaders and managers: good

Staff enjoy working at the home and retention of staff is good. This offers consistency to the child. Staff are united in the way that they care for the child and are supportive of each other. One member of staff said, 'As staff we are a varied bunch, but the child is at the centre, that's how it should be. We try to reassure them that they can rely on the care here.'

The staff and child benefit from having an experienced manager and deputy manager. Staff say managers are approachable and listen to suggestions about how the home can be developed. Managers ensure that the staff have regular opportunities to come together in team meetings and handovers. This has created a culture of ambition and accountability among the wider team.

The manager has effective working relationships with external professionals and communicates regularly with them. The manager is proactive in ensuring that involved professionals follow the child's care plan. This has resulted in a collaborative approach towards securing the child an education provision and helping them to re-engage in learning. The recommendation specifically relates to the consideration of gender and how this could impact on regulation 44 findings.

The monitoring of the home is effective. Robust analysis and reflection by the manager mean that the child's progress is understood. Areas of development for the child are quickly identified and specific training implemented for staff to support these. The manager is creative in adapting staff practice and is ambitious for the staff and child.

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

Recommendations

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should develop the home's effective working relationships with each child's placing authority and with other relevant persons, which may include services, individuals (including parents), agencies, organisations and establishments that work with children in the local community, e.g. police, schools, health and youth offending teams (regulation 5, engaging with the wider system to ensure children's needs are met). These working relationships will also be key to success in delivering the care planning standard (regulation 14). ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.3)

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: 2729137

Provision sub-type: Children's home

Registered provider: Safe Haven Adolescent Care Group Ltd

Registered provider address: 2 Whiting Street, Sheffield S8 9QR

Responsible individual: Christie-Lauren O'Connor

Registered manager: Post vacant

Inspector

Louise Copping, Social Care Inspector

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