

2734815

Registered provider: Brookfield Care (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It is registered to provide care for up to five children who may experience social and emotional difficulties and have special educational needs and/or learning disabilities. There were three children living in the home at the time of the inspection.

The manager registered with Ofsted in July 2023.

Inspection dates: 10 and 11 September 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 15 November 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2023	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

There were three children living at the home at the time of inspection. Since the last inspection, three children have moved out and two children have moved in. Children living in the home make and sustain exceptional progress. They are supported by a stable team of staff who know the children well and, from the start, seek to encourage children to engage in positive experiences. This is supporting children to gain new skills and grow in confidence.

Throughout the inspection, children were observed to have positive, supportive relationships with staff. One child came home from school and sat having their hair braided by a member of staff. Another child was looking forward to having a horse-riding lesson. A child who has recently left the home said, 'I would say it's the best care home you could live in; they helped me change my life around.'

Children are helped to move into and out of the home. Bespoke packages of tailored support enable children to gain independence at a pace that they are comfortable with. This means they feel supported and cared for when making the step into early adulthood. When children move on from the home, staff build effective working relationships with the new carers. This means that children find it easy to remain in touch due to having a network of supportive adults who they can go to for guidance, advice and support.

Children's education needs are promoted daily. The manager is a strong advocate in ensuring that children are provided with education plans that are suitable to their specific learning needs. This means that children achieve success in learning, which impacts positively on their self-esteem. One child is being regularly supported by the staff of the placing local authority's virtual school, who have completed direct work with the child during home visits.

Staff actively promote positive health and well-being outcomes for children by engaging them in meaningful conversations around topics such as sexual health, drugs and alcohol and personal hygiene. Children are encouraged to take part in their own health appointments. Staff provide appropriate support to help children with specific health conditions that have impacted on their lives for a long time.

The manager and the staff team positively promote equality and diversity. The staff and children have recently taken part in a project in the home where they designed t-shirts symbolising self-representation. This project is vibrantly illustrated in the hallway of the home, sitting alongside other photos of children enjoying activities and posters that children have designed.

Children are provided with an abundance of enriching experiences. They have recently enjoyed a holiday abroad. One child said that they had never been on a plane before

and that they had 'the best time ever'. Children engage in a range of activities, including boxing, horse riding, trips to the cinema and going to coffee shops and cafes for milkshakes.

Children's bedrooms are personalised to their specific tastes and are well maintained, clean and tidy. The home is welcoming, comfortable and inviting and has a games room containing a pool table, activity boards and gaming devices. This is under refurbishment and is due to be completed soon.

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

Risk assessments are thorough, reviewed regularly and shared with the team. The staff know the children's risks well and follow safety protocols on all occasions when incidents need reporting to the relevant agencies. When missing-from-home incidents occur, staff respond effectively with care and support. Protocols are consistently followed, and reporting takes place without delay to ensure that the children's immediate safety is consistently prioritised.

When room searches are necessary, staff do so in a way that is sensitive and maintains the child's dignity. The reasons for carrying out a room search are recorded, and there is management oversight to consider any risk assessment that may be required.

Positive behaviour is actively promoted and encouraged. Staff help and support children to recognise their feelings and manage their behaviour safely. When incidents require a consequence, they are proportionate and timely. This enables the child to experience fairness from adults that care. Restorative sessions take place with children to enable them to understand the impact of their emotions on others and promote and encourage healthy peer friendships.

Disclosures are taken seriously. Staff report concerns without delay, and the relevant agencies are notified to ensure effective safety planning and reduce further risk of harm. The manager carries out thorough investigations to establish the details of such incidents and ensures that professionals are updated when the investigation is concluded. The manager is undertaking a piece of work with the whole team to develop staff's skills and knowledge around professional curiosity, particularly when children develop new friendships and relationships.

Children can identify a trusted adult they can talk to about any concerns, and they know how to make a complaint. When concerns have arisen about staff conduct, these have been quickly managed to prevent further harm. One child spoke about making a complaint but was able to say how this was addressed effectively by the manager, including how they were updated following the complaint being concluded.

The effectiveness of leaders and managers: outstanding

The manager is supported by his deputy. Together they lead the home by setting high expectations, leading by example and nurturing a positive environment where children are held in high regard and treated with respect. Staff say the management team can be approached any time. One member of staff said, 'I have never worked under better management.'

The manager has exceptional monitoring systems in place. Monthly audits and critical analysis of incidents take place, which are overseen by the responsible individual. The manager values the independent visitor's report and strives to make improvements immediately to ensure that there is no impact on the quality of care delivered to children.

Regular and effective communication between the manager, external agencies and family members means that children are kept at the centre of qualitative care planning. Professionals say that the manager attends all meetings, and family members say that the manager provides them with regular updates and that they are relieved that their child is doing so well.

Personal and professional development is consistently prioritised in supervision sessions, appraisals, team meetings and team de-briefs. Consequently, staff feel empowered to have a voice and are encouraged to share new ideas and strategies about how best to meet the needs of the children in their care.

Staff receive effective training, support and guidance from the in-house therapeutic clinician that is underpinned by current research. This support enables the staff team to explore children's complex trauma and associated behaviours and to consider how children's needs can be met through consistent care responses. This enables children to feel supported, particularly during times of change and adversity.

Supervision documents are meticulously recorded with detailed discussion, reflection and analysis. Particular attention is paid to promoting staff success and how the management team can support staff in achieving their goals through additional training, reviewing workload priorities and effective time management. This enables staff to feel valued, heard and understood.

Team meetings take place on a regular basis and are well attended. Staff value the opportunity to come together to share good practice. A member of staff recently shared some research informed practice on promoting positive mental health and well-being, which was well received by the staff team.

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

Recommendation

- The responsible person should encourage children to develop positive relationships with others both inside and outside the home. However, staff should be alert to the possibility that children may be at risk from such relationships, including with other children in the home. ('The Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.13)

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: 2734815

Provision sub-type: Children's home

Registered provider: Brookfield Care (NW) Limited

Responsible individual: Michelle Kershaw

Registered manager: Marc Killen

Inspector

Michelle Greenhalgh, Social Care Inspector

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