

2775501

Registered provider: Dimensions Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and is registered to provide care for up to three children who may experience social and emotional difficulties.

The manager is suitably qualified and is working towards a level 5 qualification.

This is the first inspection after registration.

At time of the inspection, three children were living in the home. All children were spoken to during the inspection.

Inspection dates: 3 and 4 September 2024

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

Children receive individualised care while living at this home. This means children make progress in all areas of their individual development. A social worker commented how one child allows staff to help organise their personal belongings, which they have never allowed previously.

The home environment is welcoming and homely. Children design their own bedrooms, displaying photographs, artwork and personal items. The communal areas are relaxing and comfortable. There is a large garden. One child shared how they enjoyed playing in the inflatable pool during the summer.

Children's needs are well known by the staff that care for them. Staff support children with additional needs such as autism, and children learn about what this means for them. Children enjoy meeting their friends. Staff educate children about public transport and the reasons why staff will keep in contact with them.

Education is a barrier for the children, as they are currently not attending school. Despite this, staff create routines for the children to participate in daily educational activities. A virtual head shared that the manager communicates with the education authority regarding the identification of schools. Staff support children to visit prospective new schools and have been involved in discussions with the schools about the children's individual needs.

Children are registered with the general practitioner, dentist and opticians. Children receive support that is specific to their health needs, which include contraception and information about healthy meals. This means the children's health and development are being promoted.

Children are involved in making decisions about their futures. For example, the manager arranges independent advocates for children when they do not agree with the decisions being made on their behalf by local authorities. This means that children share their views about where they want to live in the future, how they want to see their family and friends, where they go to school, how information about their health is shared and their future ambitions.

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

The manager and staff keep children safe. Staff work hard to be consistent in creating boundaries for children to feel safe in their home and in the community. Children share that staff care about them, and one child shared how staff keep them safe. One parent shared the manager understands their child's needs and is confident their child is safe living in their home.

Clear boundaries around the use of mobile phones and the internet help children to stay safe. Staff complete safety checks of children's phones when required. Staff support children to understand that these boundaries help to keep them safe. As a result, children's use of the internet is safe and enjoyable.

Relationships between staff and children's families and friends provide security for children. For example, staff have been able to support the children to enjoy time with family members and friends safely. One child has overnight stays with their family, which staff are supporting. When children are worried about telephone or video calls with their families, they are supported by staff, which helps them to feel safe. This practice helps children to enjoy time with family members and friends safely.

Risk management plans for children are detailed and clear to follow. Plans are updated following any changes for the children, which guides the staff to understand the support children require. Risk plans detail the steps that staff must take if children go missing from home. As a result, staff are provided with the guidance to help keep children safe.

There have been no physical interventions. The manager recognises the importance of staff being confident in this area of practice. Refresher training has been arranged to ensure that staff's knowledge remains current.

The effectiveness of leaders and managers: good

The manager and deputy manager work together to develop a consistent leadership and staff team. All staff have been recruited safely and share the ambitions of the manager for children to live in a safe and nurturing home environment.

Staff report feeling valued and supported in their learning and development. Each member of staff receives a detailed induction, which involves being supported by a senior member of staff. There is a detailed training plan for all staff to gain the required qualifications and to equip them with the skills to support the children.

Staff receive supervision and participate in team meetings which develop staff learning and practice. The manager is establishing how staff can be supported with clinical supervision and consultations to further develop their understanding of children's individual needs and the support they require. This helps staff to deliver individualised care for children.

Leaders have established clear monitoring and review systems. For example, the manager regularly reviews the risk assessment plans and children's discussions with staff. This means there is detailed management oversight of the care being provided to children.

Staff keep all professionals supporting the children up to date with their progress. A social worker shared the manager and staff are excellent in keeping them updated. A virtual head shared the registered person is a strong advocate in communicating with

the education authority about the children's education. This means the individual needs of the children and the support they require is being clearly reported.

Communication between staff regarding children's needs is not consistent. This means the staff are not consistent in how they support children. Leaders have arranged further training for staff in this area.

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

Recommendation

- The registered person should ensure that staff consistently follow the home's policies and procedures for the benefit of children in the home's care. Everyone working at the home should understand their roles and responsibilities and communicate changes regarding children's routines and care effectively. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

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: 2775501

Provision sub-type: Children's home

Registered provider: Dimensions Care Limited

Registered provider address: 5 Brooklands Place, Brooklands Road, Sale, Cheshire M33 3SD

Responsible individual: Laura Williams

Registered manager: Kelly Hadley

Inspectors

Nurul Kabir, Social Care Inspector

Siân Heffey, Social Care Inspector

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