

2791932

Registered provider: Abbey Green Therapeutic Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is managed by a private company. It provides care for up to four children who have social and emotional difficulties. Two children were living at the home at the time of this inspection.

The manager registered with Ofsted in May 2024.

This is the first inspection since registration.

Inspection dates: 15 and 16 October 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 previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected	N/A	N/A

Inspection judgements

Overall experiences and progress of children and young people: good

The staff provide children with a good standard of care. Staff work hard to form relationships with children, who value their support. Children feel able to approach staff and ask for their help. Staff are nurturing and patient in their approach and ensure that children understand what is being asked of them.

Staff ensure that the children are healthy. Appointments are made with health professionals if needed, and staff ensure that everything is seen through to conclusion. The children are offered a wide range of varied foods, but at times the children choose familiar and known foods. The staff acknowledge the benefits of a varied diet, and they continue to offer different foods.

Neither child is attending formal education. One child is receiving support from a tutor, and for the other child, staff undertake daily activities that focus on some basic educational skills. The manager has a proactive approach to the children's education. They are visiting education provisions to try and identify a possible education placement that would meet the needs of the children. In addition, staff and managers are strongly advocating for the children with educational colleagues as they recognise the importance of the education for the children.

Of the two children living in the home, one child moved from another home in the same company and another child moved in a few months ago. The move into the home was planned and coordinated, and the child remained central to the process. Before moving in, the child was visited by key members of staff so they could get to know them. In addition, the child was given a helpful visual guide about the process of moving to their new home.

Staff are attentive to the unique needs of each child and adapt their care accordingly. By providing tailored support, the staff help children develop their skills in a way that suits their personal growth. Over time, this approach has resulted in noticeable progress for the children across various areas of their lives. One of the children's social workers said their child had made progress because of 'the nurturing and bespoke care that she had received'.

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

Staff prioritise the safety of the children and have a good understanding of individual needs and vulnerabilities. Clear and detailed plans are in place, with strategies to minimise potential risk. Staff are vigilant and are curious to explore the feelings of the children and, where possible, de-escalate situations before they evolve into incidents.

When incidents do occur, staff are quick to respond, and they work with the child to resolve the incident as soon as possible. Staff are very attuned to the complex needs of

the children. They use caring and nurturing approaches in their response to them and make sure their feelings are acknowledged and that staff are there to support them.

The collaboration between therapists and carers ensures a holistic and consistent approach to meeting the children's needs. After incidents, therapists participate in debriefs to explore the underlying causes, which leads to a deeper understanding of the children's behaviour. This thorough approach has had a positive effect on the children and staff, resulting in a reduction in incidents.

The staff provide children with support to manage their behaviour and emotions. The staff are attuned to the children's individual experiences and set appropriate boundaries. This helps the children to remain safe and help them understand what is acceptable.

The medication process is well established, and staff administer medication to children every day. However, there is no medication audit in place that checks if staff are working in accordance with the policy and process. There has been an instance of unsafe practice which had gone unnoticed.

Safe recruitment processes are well managed, and regulations are followed. There is a dedicated office manager who oversees all recruitment, and they follow clear and effective processes. This ensures that the staff working in the home are safe to do so.

The effectiveness of leaders and managers: good

The registered manager is experienced and suitably qualified. He is passionate about his role and achieving positive outcomes for children. The manager is supported by a deputy manager and together they are an effective team that is supportive of the staff. One staff member said, 'They are an inspiration and their dedication to the home, team and, most importantly, the young people, filters down to the care team.' However, oversight by the responsible individual is not evident in the home, to clearly demonstrate that their input ensures that the home is working in accordance with the statement of purpose.

The staff are skilled at their role and respond well to the children's evolving needs. The staff have regular group supervision where they actively reflect together to better understand why a child may behave in a certain way. By sharing these insights and collaborating with colleagues, they ensure that a collective approach to supporting children. A key aspect of their practice is the focus on lessons learned. There is continuous reflection and improvement aimed at benefiting the children and enhancing the care they provide.

Managers support a learning culture in the home. Various training has been undertaken, and this includes training required by the provider alongside child-specific training. The skills and knowledge of the team are shared to support everyone's development.

Supervisions are completed on a regular basis. Of particular benefit are the practical supervisions. Managers explore key learning with staff to extend their knowledge and

understanding. This dual approach to supervision supports the upskilling of staff to make them more effective in their role.

The managers recognise the value in children spending time with important people in their lives. Feedback from an important person was very positive, and they were able to see how the relationships have developed between a child and the carers supporting them.

There is a multi-agency work approach to ensuring that children's needs are met. There is a good level of communication between all involved. Feedback from a professional is highly complimentary of the support provided to a child.

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

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— a record is kept of the administration of medicine to each child. (Regulation 23 (1)(2)(c)) The registered person must ensure that staff follow the home's medication process and complete the medication records when medication has been administered. In addition, the registered person must ensure that a regular medication audit is completed.	11 November 2024

Recommendation

- The registered person should ensure that the home is led and managed in a way that delivers the ethos, outcomes and approach set out in the home's Statement of Purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)

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: 2791932

Provision sub-type: Children's home

Registered provider: Abbey Green Therapeutic Children's Services Limited

Registered provider address: Suite 3, Bingham Enterprise Centre, Mercia Court, Bingham, Nottingham NG13 8QX

Responsible individual: Michael Stanway

Registered manager: William Cunningham

Inspectors

Lizette Watts, Social Care Inspector
Caroline Hose, Social Care Inspector

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