

SC001531

Registered provider: Catholic Care (Diocese of Leeds)

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to seven children who may have a range of emotional and/or behavioural difficulties, and who may also have experienced abuse, neglect or exclusions.

The manager registered in February 2020 and was previously the acting manager.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

The home was last inspected in December 2020.

Inspection dates: 25 to 26 October 2021

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **good**

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: 19 November 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2019	Full	Good
10/12/2018	Full	Good
26/09/2017	Full	Good
14/03/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children benefit tremendously from the consistent and stable relationships they have with the nurturing staff team. As such, all of the children have thrived and developed a strong sense of belonging to the home.

Staff have supported the children to build their self-confidence through engaging in positive activities within the home and the wider community. These activities provide the children with positive experiences and enable the children to develop levels of independence and positive relationships with their peers.

All the children have excellent school attendance. Their achievements are well celebrated within the home. Staff work with schools and virtual schools to ensure that the children's educational needs are prioritised and the children receive the specialist support they require to fulfil their educational potential. This helps to ensure that children have improved opportunities in the future.

Children's health and developmental needs are well understood and supported by the staff. They work with children's adolescent mental health services, school nurses and the children in care nurse to ensure the children's health needs are well supported. This approach means that children's health needs are being met by a team of professionals who understand what support the children need.

Staff have had training in trauma-informed care and restorative practice from the in-house clinical social worker. This means that staff provide the children with therapeutic responses and consistency of care. In addition, the children engage with therapy. This means that children's emotional well-being is being supported.

The children have a voice in the running of their home and have regular consultations and focused and informal key-work sessions with staff and the manager. They attend regular children's meetings and are involved in the recruitment of new staff to the home. Children share their wishes and feelings openly and know that staff listen and act up on them. For example, the children recently requested personalising their bedrooms and preparing the home for Halloween. The inspectors saw that the home was dressed and prepared for the forthcoming celebrations.

Professionals told the inspectors that the staff provide an exceptional level of individualised care and work effectively in partnership with all professionals to meet the complex needs of the children.

Families told the inspectors that the manager and staff are focused on supporting children to maintain positive links with their families. They have continued to do this

throughout the COVID-19 pandemic. This has helped to build relationships with family members and promoted positive family time for the children.

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

Staff's knowledge of safeguarding procedures enables them to understand the risks and vulnerabilities of the children. This means that staff are more able to better protect the children.

The children's individual risk assessments are clear and are regularly updated with management oversight. This helps staff to fully understand the risks to each child and how they can be supported to be better protected.

There are low numbers of missing episodes in this home. However, when they occur, staff follow missing-from-home procedures. They complete local searches in the community and work closely with the police, social workers and families to ensure the safe return of the children. Return interviews are completed and staff use reflection to support the children to understand the risks of going missing.

Staff's good understanding of the children's experiences helps them to respond appropriately when children are unable to emotionally regulate. Staff use a range of strategies to help children to self-regulate. For example, they enable the children to express their feelings. As a result, the children are more able to manage their emotional and behavioural needs.

Routine health and safety checks take place to ensure the home environment is safe for the children. Staff have training in fire safety and there are routine tests, drills and evacuations carried out to keep the children and staff safe.

Medication is safely stored and is administered to the children appropriately. There are robust checks in place to ensure that medication is safely administered by staff. Routine stock checks and reviews of medication are carried out by the seniors and managers.

Children told the inspectors that they feel safe and that the staff keep them safe. They said that if they are worried, they can talk to staff about any concerns.

One professional said, 'This is one of the best homes I work with.' Another stated that staff keep the children safe, work in partnership and provide a safe, caring environment for the children.

The effectiveness of leaders and managers: good

The manager has a wealth of experience and knowledge of the children in the home. She is ambitious for the children and motivates her staff well.

The manager is accessible to the children and her staff team and provides good support to her staff through supervision and regular team meetings. This means that the staff are supported in their roles.

Staff's training and developmental needs are supported by the manager. When there are gaps in training, the manager is resourceful in ensuring that staff can access specialist training to support them in their roles. However, the recording of training lacks clarity. Therefore, the inspectors could not be fully satisfied that all staff were accessing regular training.

The manager has excellent relationships with children's families. This helps to ensure that the children remain connected to their families, and that family time remains in the best interest of the children.

The manager has an up-to-date quality management framework auditing tool, which self-evaluates the service along with an updated homes development plan, which gives clear objectives, action and outcomes. This shows her vision to improve practice and outcomes for the children. However, this information is not being used to complete the six-monthly review of the home effectively. This is a missed opportunity to fully reflect on the work undertaken by staff and the children's successes.

The manager has a good understanding of the strengths and areas for development of the service and will advocate and challenge other professionals on behalf of the children. This ensures that children's care plans are progressing, and children continue to achieve positive outcomes.

Staff told the inspector that the manager provides good support, role models positive practice, and provides a good induction and probation for all new staff.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, 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 complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating– the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must– supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	31 January 2021

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Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

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: SC001531

Provision sub-type: Children's home

Registered provider: Catholic Care (Diocese of Leeds)

Registered provider address: 11 North Grange Road, LEEDS LS6 2BR

Responsible individual: Carol Hill

Registered manager: Tracey Burke

Inspectors

Noel Cooper, Social Care Inspector

Evelyn Chafota, Social Care Inspector

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