

SC006921

Registered provider: Five Rivers Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to five children between the ages of seven and 14 years with social and emotional difficulties. The home's statement of purpose states that the home offers attachment- and trauma-informed therapeutic support.

The home registered with Ofsted in 1997 and the registered manager has been in post since 2013.

Inspection dates: 4 and 5 July 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: 18 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2022	Full	Good
20/04/2021	Full	Good
27/11/2019	Full	Good
18/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home has a welcoming and family atmosphere. The trusted and positive relationships between staff and children are a strength of this home. One team member spoke about the use of mindful language that aligns with the attachment- and trauma-informed therapeutic approach of the home.

Children said that they feel happy and safe living in their home. Children feel listened to and there are regular house meetings where they can share their views and feelings. Suggestions made by children are acted on, such as going on trips and accessing other activities.

Children make good progress in all areas of their lives. Children are supported to improve their hygiene and personal care. Children have good bedtime routines and are developing their social and independence skills. Children's achievements are recognised, and they are praised by staff.

Children living at the home attend the on-site school and nearby sister provision. Children are making good progress in education. One parent reported that their child's literacy skills have significantly improved. Children's care plans and behaviour support strategies are shared with the staff in school. This ensures that children receive consistent care.

The therapeutic and child-focused care provided to children helps to improve their emotional well-being and self-esteem. Staff know the children very well and work hard to support them if they become distressed. One parent said that the home has 'done an amazing job, not just in education but with my child's emotional needs.'

The home environment is a comfortable and welcoming place for children. There is a large garden with space for children to play. The children's bedrooms are personalised, with their artwork, pictures and framed photos on their bedroom walls.

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

Staff have a good understanding of children's risks and vulnerabilities. Staff consider children's history and experiences to inform their individualised care plans and risk assessments. Staff share this knowledge with the professional network to support the assessment of children's vulnerabilities and risks. Children's risk assessments are comprehensive and regularly reviewed and updated.

Children receive weekly therapeutic support from the home's therapist. These sessions support children to understand their past experiences, strengths and vulnerabilities.

The use of physical intervention is rare in this home. Records show that, when physical intervention is used, it is proportionate and only used as a last resort to keep children safe. The staff team has undertaken appropriate training to support children with effective de-escalation strategies to minimise the use of physical intervention.

If children are unhappy and wish to raise complaints, they can. Feedback and actions taken following complaints are evidenced within children's records. However, the children's guide needs to be updated to accurately reflect the process for children to make complaints.

Parents and professionals do not have any concerns regarding the safety of children. They feel that the staff's effective and responsive communication further increases children's safety and well-being. Children also said that they feel safe in their home.

The effectiveness of leaders and managers: good

The registered manager has extensive experience and is suitably qualified. The registered manager has created a strong family atmosphere and ethos in the home. This was demonstrated when the registered manager was asked what is required to give good care to children and replied, 'love and patience.'

There is a stable and motivated staff team. Staff describe the team as a 'family' and show warmth and care for each other and for the children. Staff feel well supported and valued. Staff receive regular and effective supervision. Staff benefit from the support of the home's therapist, who attends staff meetings and provides consultation and opportunities for staff to reflect on their practice.

Staff complete a range of relevant training to support them to care for children safely and effectively. The training undertaken has helped to create a knowledgeable and skilled staff team. Leaders and managers support and encourage staff to further their learning and development.

The home's holistic package of care is effective. This approach helps staff to quickly identify the progress that children are making and any challenges they face. Consequently, appropriate support can be put in place, such as helping children to access specialist assessments when required.

Leaders and managers have effective review and monitoring systems in place. The recommendations raised at the previous inspection have been met. The manager receives regular supervision and appraisal and is well supported by the responsible individual. Leaders and managers value the input of the independent person's visits and act promptly on any recommendations made.

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

Recommendation

- The registered person should ensure that the children's guide is updated and accurately reflects how children can make a complaint in line with the home's complaint procedure. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.22)

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: SC006921

Provision sub-type: Children's home

Registered provider: Five Rivers Child Care Limited

Registered provider address: 47 Bedwin Street, Salisbury SP1 3UT

Responsible individual: Timothy-John Matthews

Registered manager: Naome Muzeremwi

Inspector

Amanda Burrows, Social Care Inspector

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