

SC008270

Registered provider: Care Today

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The privately owned children's home provides care for up to two children or young people who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The current manager was registered with Ofsted in April 2016 and she is suitably qualified.

Inspection dates: 27 to 28 February 2019

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: 18 July 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/07/2017	Full	Good
08/03/2017	Interim	Sustained effectiveness
07/09/2016	Full	Good
08/03/2016	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people make excellent progress because of the care that they receive from dedicated and child-focused staff. This care makes a significant difference to their lives. Young people who have previously experienced numerous placements are able to build trusting relationships with staff. This trust enables young people to have stability in their lives. As a result, they start to blossom physically, emotionally and educationally.

Staff prioritise young people's education. Their tailored support enables young people who have previously been excluded from school to make good progress in their education. For example, one young person received an award from college for being the student who had made the most progress. Another young person now has additional support in college, helping him to succeed. This has been achieved by the persistence of staff, who have advocated on his behalf.

Young people are supported to improve their health and have access to local health services. One young person who previously had a fear of dentists has been supported to have braces fitted to his teeth. He no longer has a fear of the dentist and the improvements to his teeth have led to a growth in his confidence. Young people's emotional health is also promoted, and specialist advice is sought when required.

Young people experience well-planned moves into and out of the home. For example, one young person was able to remain in the home after his eighteenth birthday. The registered manager sought the support of a local Member of Parliament and an advocate to challenge his placing authority, which had planned to move him sooner. As a result of her tenacious challenge, the young person was able to remain living in the home until he had completed his college course. This meant that he was able to move in a well-planned and coordinated way at a time that was right for him.

The registered manager and staff have established a homely and nurturing environment. The home is full of laughter and fun. Young people engage with staff, share jokes and talk together. This relaxed atmosphere means that young people experience a sense of belonging. Young people are very positive about their home and told the inspector, 'Living here is sound.'

Excellent support from staff ensures that young people's relationships with their families improve significantly. Family members are welcomed to the home and young people benefit from spending time with them in an environment where they feel comfortable. Staff are very creative in their approach to meeting the placing authority's plans for young people. For example, they are undertaking outreach work to support the parents of one young person who is returning to their care. Consequently, the young person is benefiting from a well-coordinated plan and the adults involved in his care are working together seamlessly.

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

Safeguarding young people is the paramount concern of all staff. As a result, young people are safe living in this home. One parent told the inspector, 'This is the safest my son has ever been.' The respectful relationships established between staff and young people help to encourage openness and honesty. Consequently, young people are confident to discuss risks and seek advice and support from staff.

The staff's approach to risk assessment and risk management is highly effective. Risk assessments are very detailed. Staff encourage young people to be regularly involved in reviewing and updating these plans. As a result, staff have clear guidance and implement effective strategies that consider the views and opinions of each young person. This approach benefits young people and helps them to progress. For example, one young person no longer feels the need to go missing. This is significant progress for him.

Staff promote a positive culture of praise and reward and are highly skilled in using de-escalation strategies. Staff work tirelessly to maintain consistent boundaries so that young people are clear about what is expected of them. As a result, incidents are rare and physical intervention has not been required for several years. Young people benefit from living in a home which provides them with stability.

Staff help young people to understand their behaviour and the impact that this has on themselves and others. Consequences are restorative and meaningful. When appropriate, this includes repairing the relationship with an injured party. Sometimes, young people benefit from discussions with the police officers who are linked to the home. These approaches provide valuable lessons for young people that challenge their preconceived ideas.

Staff receive excellent training that equips them with the skills that they need to support young people and understand the risks that young people face. A wide range of topics are covered, including gangs and county lines, the risks of radicalisation and how to support young people who are at risk of sexual exploitation. Staff use this knowledge in their work with young people, particularly during key-working sessions. These sessions are highly effective and help young people to understand how to keep themselves safe. For example, one young person has stopped using illegal drugs.

The effectiveness of leaders and managers: outstanding

The registered manager has been in post since 2016. She holds a level 5 qualification in leadership and management. She is an approachable, motivated and immensely experienced leader. She inspires young people to achieve great things. She ensures that staff are equipped and supported to provide the highest standards of individualised care. One young person said, 'She is always helping us.'

The registered manager has worked hard to develop strong professional networks.

Feedback was overwhelmingly positive, with no areas for improvement identified. A social worker told the inspector, 'I have absolutely no concerns about the standard of care. The staff are very proactive and [name of young person]'s welfare is paramount. They advocate on his behalf and encourage him to achieve positive outcomes.'

Records are comprehensive and maintained to a very high standard. The registered manager has implemented excellent monitoring systems which include seeking feedback from young people and acting on their wishes and feelings. This drives continual improvement in the home and helps young people to feel valued.

Staff have confidence in the managers and value the support that they receive. They have regular supervision and performance appraisals which help them to reflect on their practice.

The registered manager and the staff team have extensive experience. This is intrinsic to their success. Despite this, the registered manager is not complacent. She utilises current research to keep standards high. For example, she is currently developing improved progress plans which promote an even greater level of engagement with young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC008270

Provision sub-type: Children's home

Registered provider address: Lansdowne House, 85 Buxton Road, Stockport Cheshire SK2 6LR

Responsible individual: Vivien Snape

Registered manager: Kyra Knight

Inspector

Annemarie Parker, social care inspector

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