

SC010699

Registered provider: Turning Point Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. The home provides care for up to five children with social and/or emotional difficulties.

The home registered with Ofsted in December 2001, and the manager registered in May 2018.

Inspection dates: 13 and 14 June 2023

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 August 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2022	Full	Requires improvement to be good
16/12/2021	Interim	Declined in effectiveness
25/08/2021	Full	Requires improvement to be good
30/10/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The overall quality of care planning and its impact on children's progress and experiences are good. Children have made good progress in developing their independence skills and strategies to manage their difficult feelings. Professionals supporting children at the home provided positive feedback about the quality of care provided to children and the good progress that children have made as a result.

Children have individual positive behaviour support plans that identify behaviour management approaches that do not work for children, as well as de-escalation strategies. The plans are detailed and child-focused. Children are supported by enthusiastic, committed and empathic staff, who have a relentless focus on helping children to achieve their goals.

One child is making good progress in education, and staff have arranged work experience to support the child's career ambitions. However, not all children are in education. Although staff are persistent in encouraging and supporting children to engage in education, this requires a more robust, joined-up approach, with support from relevant professionals.

Children engage in a range of recreational activities, such as singing lessons and horse riding. Achievements are celebrated, and children receive certificates in their areas of progress.

Children are enabled to develop and sustain trusting and consistent relationships with staff. This has created a positive environment for children to flourish and has promoted stability and a sense of permanency and belonging for children. Children feel empowered to share their concerns, wishes and feelings.

Children are helped to understand their day-to-day arrangements through individualised daily planners. Children's weekly meetings provide them with opportunities to influence decisions about their care, such as preferred menu choices and how the home should be decorated.

Children are in good physical health and access specialist services when required. Staff support children to take medication to ensure that their health needs are met.

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

Children are protected and feel safe. Their vulnerabilities have reduced through staff understanding their individual risks and developing plans to address these. For example, missing-from-home episodes and challenging behaviour incidents have significantly reduced.

Staff promote positive behaviour through providing incentives and rewarding children with additional treats, such as an extra take aways or recreational activities. Children are helped to regulate their behaviour through staff understanding their triggers. This helps staff anticipate and respond effectively to likely behaviours and use creative strategies to prevent incidents happening.

Children's risk assessments detail their vulnerabilities and strategies to reduce risk and potential harm. Safeguarding professionals also support children to address vulnerabilities, such as child sexual exploitation and substance misuse. However, children's plans do not outline whether contact with parents is supervised or not.

Restraint is only used to keep children and others safe. All restraint incidents are clearly recorded and comprehensive debriefs are provided to children so they are helped to understand and manage their behaviour. More recently, staff have also received debriefs. Children receive appropriate consequences, such as the loss of an activity, to encourage them to take responsibility for their behaviour.

Missing-from-home procedures are followed when children are missing or are absent for longer than expected.

Staff understand child protection and whistle-blowing procedures, and they know who they need to consult when they have concerns. This includes referrals to the local authority designated officer.

The effectiveness of leaders and managers: good

Leaders have created an environment for staff to deliver good-quality care to children. Staff are supported by an experienced, effective and skilled registered manager. Leaders and managers are aspirational for children and are persistent in their approach to ensure children's needs are met. Managers can demonstrate the positive impact that living at the home has had on children's progress. This is supported by external agencies connected to the children.

The manager attends multi-agency meetings to share information about the children's needs to inform their plans. This ensures that children receive effective and timely support when needs change.

Children enjoy stability and consistency of care due to the stable staff team. This promotes trusting and reliable relationships that support children to share their wishes and feelings. External professionals supporting the children report: 'They have demonstrated that they are able to personalise the care for this young person in a way that allows the young person to express her own wishes and feelings but also understands the measures taken to keep them safe'.

The staff induction programme and learning opportunities are comprehensive and ensure that staff are equipped with the knowledge and skills needed to care for the children effectively. Staff receive additional training specific to the needs of the children living in the home.

Staff receive monthly supervision that focuses on children's experiences as well as providing opportunities for staff to reflect on the impact of their work. Staff receive annual appraisals, and career progression is encouraged when staff have ambitions to progress their careers in the organisation.

Robust recruitment processes ensure that only suitable people are employed to work at the home.

Leaders and managers have made good progress in addressing the shortfalls identified at the assurance inspection in February 2023.

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

Recommendations

- The registered person should ensure that the home is a nurturing, supportive and safe environment. In particular, attend to the stained carpet on the stairs and landing area. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that children's plans are amended to reflect current family-time arrangements. In particular, clearly recording whether contact with parents is supervised or not. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.15)
- The registered provider should ensure that children make measurable progress towards achieving their educational potential. In particular, to help the child who is currently not in education or training to access educational and training opportunities through escalating and addressing this lack of provision with the placing local authority. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 8)

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: SC010699

Provision sub-type: Children's home

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector

Nicki Shaw, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023