

SC016697

Registered provider: Chances CCFSS Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a small private company. The home is registered to provide care for up to four children aged up to 18 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager was registered in February 2012.

Inspection dates: 16 to 17 July 2019

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

Date of last inspection: 7 November 2018

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2018	Full	Good
12/12/2017	Full	Outstanding
21/03/2017	Interim	Sustained effectiveness
13/12/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Young people enjoy positive experiences and make significant progress because of the warm and consistent relationships with staff. Young people like to call staff 'carers', because they view them as important adults in their life. Young people feel secure and cared for living at this home.

Staff ensure that young people's care plans are personalised and meaningful. For example, they include photographs and images of the things that they like most. Managers make sure that the wishes and feelings of young people are central to their care. Staff support young people to take part in their review meetings and advocate for them when there are concerns about their education or care. Consequently, young people make good progress with their social and emotional development.

Staff enable young people to enjoy a wide range of activities, hobbies and interests in the local community. Young people take part in long walks for charity, volunteering at the local farm, Zumba, bike riding and playing football. Staff take young people on caravan holidays and support them in achieving the Duke of Edinburgh award. Young people experience new opportunities and develop their health and well-being because of the energy and enthusiasm of staff.

Staff effectively promote young people's time with family and friends. They enable young people to regularly speak with and spend quality time with their family. Staff show respect and kindness to family members. Parents and carers report feeling welcome at the home and speak positively about the care provided. Staff help young people to have other friendships outside of the home support them with independent travel training and e-safety. Young people develop their confidence and independence skills as a result.

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

Staff ensure that young people are safe and that they feel safe living at this home. Staff are confident and knowledgeable in managing safeguarding incidents. Staff receive training from the designated officer to refresh their knowledge and enable them to share all concerns with placing authorities promptly. There have been no complaints or allegations since the last inspection.

Staff educate young people well about healthy relationships, anti-bullying, and equality and diversity. Young people learn how to be more tolerant of others and how to keep themselves safe because of the close oversight of staff.

Managers oversee risk management plans, which are comprehensive documents that include clear actions for staff to keep young people safe. Staff are highly skilled and well trained at managing aggressive and self-harming behaviours for young people experiencing trauma. Staff are calm and nurturing in their approach and provide consistent guidance and boundaries to reassure young people, thus reducing incidents of harm effectively.

Staff manage episodes of missing from home to a high standard. There have been four

incidents since the last inspection; these are well recorded and effective action is taken to ensure the safe return of young people. For example, staff search known places, make frequent contact with young people and educate them daily about potential risks.

The effectiveness of leaders and managers: outstanding

Leadership and management are exceptional in this home. The registered manager is dedicated to the needs of young people in her care. She has high standards and unlimited ambition for young people.

Staff have regular, reflective supervision that enables them to talk openly and honestly about their responses to, and concerns for, young people. Staff feel that managers are always approachable and give additional supervision as and when needed. This enables staff to feel extremely confident and supported. Managers strive to continually improve the quality of care provided to young people.

Staff are up to date with all mandatory training. They receive additional training on safeguarding approaches to working with children such as signs of safety and crisis intervention. Managers invest in staff and develop their skills and knowledge to ensure that staff can offer the highest levels of care to young people.

Safer recruitment processes are robust and well embedded in this home. The manager is persistent in verifying references and checking for safeguarding concerns. Managers lead a culture of sharing concerns about staff practice which could affect the welfare of children. Managers go over and above to ensure that young people's safety is prioritised.

The manager has written a creative and highly analytical evaluation of the quality of care provided. The report includes vast feedback from young people that has been collated in a creative and meaningful way. The registered manager uses internal and external monitoring processes to constantly review the quality of care provided to children. She prides herself on meeting the aims and objectives set within the statement of purpose.

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: SC016697

Provision sub-type: Children's home

Registered provider: Chances CCFSS Limited

Registered provider address: 3 Fairview Court, 119-127 Fairview Road, Cheltenham, Gloucestershire GL52 2EX

Responsible individual: Linda Wall

Registered manager: Linda Wall

Inspector

Anna Gravelle, social care inspector

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