

SC034797

Registered provider: Norfolk County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is council owned. Since the last inspection, it has changed its purpose and function to now operate as a short-break service, but can provide longer-term care for one child. The home cares for children who have experienced trauma. There was one child living at the home at the time of this inspection, who provided their views during the inspection.

The manager registered with Ofsted in September 2024.

Inspection dates: 19 and 20 November 2024

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: 22 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/08/2023	Full	Good
12/07/2022	Full	Good
30/11/2021	Full	Requires improvement to be good
07/09/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The home environment is brimming with exciting and interesting features and facilities for children to use. Staff have made good use of all spaces to provide a comfortable, enjoyable home for children to stay in. Staff have created an art studio, a beauty room with a nail bar, a gaming room with consoles and gaming chairs, a games room with a pool table and nicely decorated bedrooms that children can choose when they come to stay.

Children enjoy a range of activities with staff. Children have been bowling and visited the cinema and trampoline parks. They also enjoy fake-aways at the home and movie nights. Children enjoy having smart televisions, with appropriate safeguards, in their bedrooms.

Staff have worked with children closely to help them make good progress. Children have had meaningful conversations with staff about their hopes for their future. Some of these conversations have helped children to have positive changes in their lives. One child said, 'They [staff] listen when you talk, and try to keep you entertained.'

Staff have been creative when talking to children about their futures. Staff have used role play to help increase children's understanding of things they need to consider in relation to independent living costs and how to manage these.

Children are provided with suitable education soon after moving into the home. Staff have been flexible and responsive to children's needs to support their education. Professionals spoke positively about this.

Staff support children with their health needs. For example, one child arrived at the home with no access to their medication. The manager acted quickly to arrange a health appointment and a new prescription to ensure that there was no negative impact to the child.

Staff have helped children to overcome adversity and supported moves to semi-independent living. They continue to remain in contact with the children.

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

When staff have safeguarding concerns, the manager and staff act swiftly. They promptly reach out to external agencies for support, resources and therapeutic input for the children.

The manager makes good use of their contacts in the local community. The strong relationships that they have cultivated help to ensure that information is effectively shared and appropriate actions are taken to reduce risks to children.

Staff have age-appropriate conversations with children around safe sex and relationships. Children are encouraged to access the support services available to them.

Staff complete fire drills monthly and soon after children have moved in. This means that children are aware of the procedures to follow in the event of an emergency.

Children are carefully matched with their peers prior to coming to stay at the home. Leaders and managers ensure that risk assessments are kept up to date. They regularly review these and monitor them well. Risks and vulnerabilities are adjusted accordingly as the needs of the children change. This reduces potential risks relating to individual children and the mix of children in the home together at any one time.

Staff use physical interventions on rare occasions. These are overseen by the manager, and children are spoken to. However, on one occasion, the rationale for taking hold of a child on the floor was not clear and the manager did not show the level of scrutiny required.

The child who lives at the home said they felt safe. However, they were unsure how they would raise a concern in the home. This has the potential to reduce the likelihood that the child would raise a concern if needed.

The effectiveness of leaders and managers: good

The manager is suitably experienced and is working towards their level 5 qualification. The manager has previously worked in the field of social work, and registered with Ofsted in September 2024. The manager has had a positive impact on the home in that time.

The manager models good practice to others. The manager sets high expectations for the team. She is an enthusiastic leader who wants the best for the children. The relationships that the manager has developed with staff and children have resulted in positive change for children.

Staff receive good support and regular supervision. Staff feel that the sessions help them to be reflective. The manager is proactive, and also provides staff with impromptu supervisions when needed. Team meetings happen frequently and are well attended by the staff team. The manager uses these forums to help staff to be prepared for children who are due to have a short-break stay.

Leaders and managers ensure that staff receive the necessary training to fulfil their role and responsibilities. This includes ensuring that staff have appropriate, specialised training to provide them with the skills and knowledge to care for children with a range of individual needs.

The manager has helped to create a wonderful space for children. The manager has enabled the staff team to use their creativity to design and construct a comfortable and

fun living environment. Staff were encouraged to use personal skills to upcycle and repurpose furniture and equipment. This improved the homeliness and brought the team closer together, which has helped produce a more harmonious environment for all.

The manager has provided an area in the home for children to go to talk to her. This is a safe space for them to feel part of the home and a place where negotiations can take place.

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

Recommendations

- The registered person should ensure that children are aware of the complaints procedure and be reminded of it as necessary. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.13)
- The registered person should ensure that all incidents of restraint are subject to regular scrutiny to ensure that their use is fair. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

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: SC034797

Provision sub-type: Children's home

Registered provider address: Martineau Lane, Norwich, Norfolk NR1 2DH

Responsible individual: Lee Napper

Registered manager: Toni Berry

Inspector

Dan Williams, Social Care Inspector

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