

SC037588

Registered provider: Portsmouth City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered for a maximum of six children who have learning and/or physical disabilities. The home is owned and managed by the city council and provides short breaks from Tuesdays to Saturdays.

The manager has been registered with Ofsted since April 2013.

Inspection dates: 10 to 11 March 2020

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	good
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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: 14 February 2019

Overall judgement at last inspection: Good

Enforcement action since last inspection:

None.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2019	Full	Good
20/09/2017	Full	Good
28/03/2017	Interim	Sustained effectiveness
02/11/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children love coming to stay at this home for their short breaks. Children said that they enjoy having a sleepover with friends. Others have pet names for the provision, such as calling it 'my hotel' or 'my puppy'. A parent said, 'My child loves visiting for a sleepover.'

Children have excellent experiences during their short breaks. Examples of this include: being able to cycle using specially adapted bikes; going to the cinema, country park and reptile shop; and accessing other sensory activities in the community. Children enjoy playing with the range of high-quality toys in the setting, as well as relaxing in the sensory room. This is now fully operational as required at the last inspection.

Children make excellent progress in this home, even though they are only here for short periods. Examples of this include: developing independence skills, such as sitting at the table; learning good manners; being able to brush their hair; and no longer having to use a closed bed.

Staff ensure that any new children have positive experiences when they first come to the home. Children visit with their parents and have teatime visits until they feel ready to stay for their first night.

Staff celebrate each child's character and personality. Staff look forward to children's visits, making sure that their favourite beds and toys are available. The registered manager plans short breaks so that existing friends can stay together. Children also make new friends during their short breaks. There is no bullying or discrimination.

Children enjoy positive and constructive relationships with staff. Staff understand children's individual communication methods and are attuned to their idiosyncrasies. It was observed that staff are extremely responsive to each child's needs. Children are fond of the staff. For example, children helped to bake a cake for a member of staff who was retiring. Staff support children to develop an understanding of the wider community. For example, children raised money for a national charity by holding a coffee morning.

When children use the short-break service, there can be additional positive outcomes. Some children invite their brothers and sisters over for tea at the setting and enjoy playing with them. Other children enjoy time with their social workers. Some children who cannot stay in their family home are able to see their biological parents.

Children who have left the setting reflected on their positive experiences. One said, 'Thank you for all the care and love. You helped me grow from the small boy I was to the young man I am today.'

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

Staff demonstrate a comprehensive understanding of what to do in the event of a safeguarding concern. They assiduously follow placement plans, risk assessments and behaviour support plans. They work with parents and social workers to consider any emerging behaviour, and adjust plans to suit. Staff keep children safe during their short breaks.

Children are settled and relaxed, and enjoy their short breaks. Physical intervention is very rarely used. There have been two low-level interventions since the last inspection.

Staff are diligent in using body maps to record any marks they observe on children. They ensure that there is an explanation for each mark, carefully considering if a safeguarding or behaviour management process needs to be followed. Staff ensure that they inform parents.

Staff have excellent systems in place for managing medication. They are meticulous in their approach, ensuring that all medicines are checked and signed in as well as being carefully administered.

The registered manager uses safer recruitment practice. He ensures that the necessary health and safety certificates are in place.

The effectiveness of leaders and managers: good

This home is staffed by an exceptional team of staff, most of whom are long serving and all of whom centre their practice on the needs of each individual child. They communicate well with others and build effective relationships to improve practice.

Staff take time to build relationships with all of the parents and carers. They go above and beyond the call of duty to provide care and support that improves the lives of each child and their family. A professional said, 'It is a great team who make great effort to get to know the children and build relationships with the families.' Children access the short-break provision over many years.

Staff work in an environment that they are proud of. It is exceptionally clean and well presented, and all equipment is well maintained and in working order. The recommendations from the last inspection have been completed in full. Children now enjoy a fully functional sensory room, as well as additional sensory equipment.

The cooks are valuable members of the team. They know the children well and enjoy engaging with them and teaching them about food and diet. Children enjoy this interaction and, in some cases, their diet improves.

The registered manager has a comprehensive referral and assessment process to gain all the relevant information prior to each child's stay in the home. He ensures that staff have time to read each plan on every occasion that the child has a short

break. Staff demonstrate a thorough knowledge of each child's needs. Staff are diligent in applying the placement plans in practice.

Staff hold the registered manager and responsible individual in the highest regard. They spoke extremely positively of their visible presence in the home, their relationships with the children, their engagement with staff and the support that they provide in helping them to perform their duties to the highest possible standard. Staff value the recently introduced group supervision, as well as their individual supervision. They value the open-door policy of the registered manager. A member of staff said, 'It is a really great place to work with a really good team and a great manager. We always support each other.'

The registered manager inspires and leads staff who have great ideas for improvement. For example, staff have clear plans for how to develop the outside garden and equipment.

The registered manager has an excellent grasp of events in the home. On occasion, his monitoring requires more attention to detail. For example, he should ensure that all outcomes from child in need reviews are assessed as to whether they apply in the short-breaks provision. The independent visitor provides another layer of monitoring. She identifies the pertinent points for improvement, providing clear recommendations for further development. The registered manager values this arrangement and enjoys the professional dialogue and challenge. He ensures that the reports come into Ofsted at the required intervals.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b)(2)(h))	31/05/2020

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: SC037588

Provision sub-type: Children's home

Registered provider address: Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth PO1 2EA

Responsible individual: Sarah Daly

Registered manager: Clive Pfeiffer-Richardson

Inspectors

Keith Riley, Social Care Inspector

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