

SC040509

Registered provider: Salford City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority children's home. The provider states in its statement of purpose that this home provides care for up to three children with social and emotional difficulties and/or learning disabilities.

The manager registered with Ofsted in 2022.

Inspection dates: 31 May and 1 June 2022

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: 23 February 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
23/02/2022	Full	Requires improvement to be good
28/01/2020	Full	Requires improvement to be good
26/09/2018	Full	Good
01/08/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home has continued to care for one child. This decision was made to ensure that the child received appropriate support to help them settle at the home. As a result, the child feels safe and is building positive relationships with staff they can trust.

The child's plan includes clear targets that are regularly reviewed. Staff have included information important to the child, including their views and the views of people who are important to them. As a result, staff understand the progress the child is making.

The child has been supported to return to their education provision. Staff have now reviewed the local offer, meeting a previous recommendation. Further efforts have been made to create plans for education to be undertaken in the home on the occasions that the child does not attend school.

The child receives support for their emotional health. Staff work closely with other professionals to ensure that the child's diagnoses are accurate and understood by staff. Regular multi-agency meetings have meant that direct work with the child has been planned across the services involved. This holistic support increases the child's understanding of risk and their ability to self-regulate.

Staff continue to make the home a comfortable place to live. Plans are in process to ensure that the home is not institutional in its look and feel. The manager ensures that any damage is quickly repaired. The child is comfortable in their bedroom and has invested in personalising it. Sensory toys and self-development books are available in the home to help the child improve their concentration levels and build their self-esteem.

The manager and staff understand the importance of building the child's networks of support. Staff have completed training to help them understand the impact of bereavement. The manager has helped the child rebuild relationships with estranged and distant family members. This has the potential to have a long-lasting positive impact on the child's life.

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

The child is safer as a result of living in the home. Staff are effective in de-escalating incidents, which has led to a reduction in damage to property. When incidents have taken place, staff and managers complete direct work with the child to help them reflect and seek their views on the lead-up to the incident and identify any learning. As a result, staff have not needed to physically intervene.

Regular multi-agency communication takes place. One social worker said, 'It was very difficult when [name of child] first moved in. Staff have now established relationships and boundaries and staff understand [name of child's] needs.'

Staff act appropriately when children leave the home without authorisation. Clear plans are in place to direct the staff on how to respond. However, records do not always evidence a clear chronology of the events leading up to children being reported missing from home, or the steps taken by staff in response. This is a missed opportunity for reflection and learning.

Risk management plans are in place covering all known risks to children. The plans are detailed and regularly updated. Clear historical context has been captured, which means children are less likely to be stigmatised. However, not all risk assessments include clear steps for staff to take. This increases the likelihood of staff reacting inconsistently.

The manager has made efforts to build relationships with the neighbours, allowing the child to live in an inclusive community. As a result, no complaints have been made since the last inspection.

The effectiveness of leaders and managers: good

An interim manager has been appointed in the absence of the registered manager. The team has welcomed the support and direction from the interim manager. She has a clear understanding of the strengths and weaknesses of the home and has made necessary improvements to the overall monitoring, meeting a previous requirement.

Staff have the skills and knowledge to help children make progress. Staff have been attending a range of training courses to help them meet the needs of the children living in the home. The manager encourages staff to reflect on their learning after training. This means that the knowledge gained is having a positive impact on the care provided.

The child's views and wishes are central to the decisions made. One special educational needs case worker said, 'Managers and staff are very keen to make sure [name of child's] voice is heard even if this differs to theirs.'

Staff feel supported and have now come together as an effective team. Supervisions and team meetings take place regularly, providing staff with opportunities to reflect both privately and as a group. External professionals working with the child have also attended the team meetings to ensure that there is a consistent multi-agency approach to meeting the child's needs.

The home is visited on a monthly basis by an independent person. The report provides scrutiny and is used by the manager to make necessary improvements. The interim manager has also completed a review of the quality of care. Clear actions

have been identified and creative methods have been introduced to increase opportunities for feedback from children, parents and professionals.

The manager has implemented new recording and monitoring systems in the home. In addition to this, named staff have been identified as champions in specific areas. As a result, staff are feeling empowered, additional scrutiny is provided and the child is benefiting from being cared for by staff who enjoy their roles.

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

Recommendations

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. Risk assessments must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that detailed records are written when children go missing from the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.31)

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: SC040509

Provision sub-type: Children's home

Registered provider: Salford City Council

Registered provider address: Civic Centre, Chorley Road, Swinton, Manchester
M27 5DA

Responsible individual: Rebekah Tucker

Registered manager: Hayley Walker

Inspector

Sylvia Eboigbe, Social Care Inspector

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