

SC040633

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a local authority. Its statement of purpose states that each child moves in with varying degrees of trauma and that they will benefit from the accepting care, nurture and emotional containment the home offers. The home provides care and accommodation for up to five children.

The manager was registered with Ofsted in 2007.

Inspection dates: 21 to 22 October 2019

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	good
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The effectiveness of leaders and managers	outstanding
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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: 9 January 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2019	Full	Outstanding
24/10/2017	Full	Outstanding
23/02/2017	Full	Outstanding
21/07/2016	Interim	Sustained effectiveness

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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b)(3)(a)(b)(c)(d))	06/12/2019

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Highly skilled and insightful staff understand the complex needs of the children. Children benefit from nurturing, sensitive and responsive care in a stable home and make significant progress.

The staff work closely and successfully with schools to ensure that the children receive the support they need to make progress. The staff also appreciate the value of learning outside school and find creative opportunities for children to explore their potential. For one child, the benefits of being involved in the garden project have been multifaceted in terms of learning and developing relationships, self-confidence and self-esteem.

An external professional commented that 'it's like a family home. There is a positive energy and warmth from the moment you enter.' Another praised 'the enthusiasm and positive attitude of the staff', who actively inspire the children to participate in a wide range of activities outside the home.

The staff encourage the children to express themselves and put forward their ideas and opinions. Children feel valued and respected, knowing that the staff listen and respond. The staff genuinely want to hear the child's voice, their hopes and dreams. Through the relationships the staff develop with the children and consistent, nurturing care, the children begin to express their feelings and manage their emotions more appropriately.

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

The staff have successfully established a stable, calm and safe environment. They respond sensitively to the children's complex individual needs and are skilled in identifying the potential risks associated with children's mental health difficulties and self-harming behaviour. Care plans and risk assessments are current, frequently reviewed and guide staff in reducing the risks for children.

Children have genuine, warm and meaningful relationships with the staff. The staff and managers know the children extremely well. Implementing the social pedagogic approach of helping children to be risk-competent, the staff, and key workers in particular, help the children to recognise risk, develop their own strategies and understand how to keep themselves safe.

Safeguarding the children is the highest priority for the staff. Leaders and managers maintain a sharp focus on safeguarding training for staff, and ensure that they have training appropriate to their roles. Concerns are identified quickly and are responded to appropriately.

Restorative practice underpins the strategies for managing behaviour. The staff help the children to develop their ability to reflect on the impact their behaviour has on others. Significant incidents are discussed in team meetings and followed up in supervision sessions with the staff. The registered manager closely monitors and evaluates incidents, taking a 'lessons learned' approach to improve the quality of care for the children.

The registered manager understands the importance of safe recruitment but not all the required information was available at the inspection to evidence that recruitment procedures are thorough.

The effectiveness of leaders and managers: outstanding

With a passion for helping children achieve their best outcomes, the registered manager uses her extensive knowledge and experience effectively to inspire the staff team to help children achieve their full potential. All the staff share her commitment to providing high-quality care within a safe, nurturing environment where children can make progress and achieve.

The registered manager leads by example as a reflective practitioner. This approach is embedded in the culture of the home. All the staff are thoughtful about what they do and constantly review the impact of their support, to ensure that children have a positive experience living in the home. Highly effective evaluative and analytical monitoring underpins a continuous drive for improvement.

Training for the staff is wide-ranging and based on research-led practice. Social pedagogy is an important part of the staff's approach to the care of children and some senior staff have qualifications in this field. Senior staff have a breadth and depth of experience, which they use constructively in their support for the staff team. Through formal supervision, the staff are encouraged to think about and evaluate their practice. In addition, informal discussions, debriefs and team meetings consolidate an ongoing focus on understanding children's behaviour and meeting their individual needs.

The best interests of the child are clearly at the centre of all practice. The staff are confident and undaunted in challenging the practice of external professionals when their expectations of high standards are not met.

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: SC040633

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Lisa Wade

Registered manager: Sharon Newton

Inspector

Jan Hunnam, social care inspector

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