

SC047978

Registered provider: Blue Mountain Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for up to five children who may experience social and emotional difficulties.

The home has been without a registered manager since May 2024. A new suitably qualified manager has been appointed. The manager has submitted her application to register with Ofsted.

At the time of the inspection, five children were living at the home.

Inspection dates: 19 and 20 June 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

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

Date of last inspection: 6 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2023	Full	Good
25/10/2022	Full	Requires improvement to be good
01/06/2021	Full	Good
07/01/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy living at this home. One child said, 'This is the best place I have ever lived. We are a family here.' The home is warm and welcoming and feels like a family home.

The staff work hard to form good relationships with children, and they know the children well. Children feel able to approach staff and ask for support. Children have trusting relationships with staff, and they can talk to staff about any concerns they might have.

The staff team has remained relatively stable, with a core group of staff who provide children with consistent and individualised care. Children benefit from a nurturing approach from staff, and this creates a sense of stability and security for the children.

Staff are good advocates for children. When services are not available, or children are waiting a long time for the help they need, the manager and staff are proactive in challenging and escalating concerns with the placing local authority and other partner agencies. For example, one child is now getting an assessment they have waited some time for.

Children know how to make a complaint if they are unhappy with any aspect of their care. There is a clear process in place for children to make complaints and the manager responds to these quickly. Children feel listened to by the staff around them and that their concerns are taken seriously.

Children are supported to develop their independence, considering their individual needs. One child said they felt confident and ready to move from the home as they approach the age of 18. The manager has developed a 'flying the nest' booklet which captures the child's journey to independence. This also marks and tracks their progress and any areas for further development.

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

Children feel safe. The manager and staff protect them and keep them safe from harm. There is a high level of monitoring of the children by staff. While this is positive to allow the children to feel safe, it limits the opportunities for children to take risks in line with their age and level of understanding. Because of this, there are limited opportunities to learn from when things do not go to plan.

Staff know the children well and the behaviours that staff find challenging. The staff know how to de-escalate situations as they occur. Physical intervention is only used as a last resort to protect the child or those around them and is used proportionately. There is good management oversight of documents associated with behaviour management and staff and children receive debriefs in a timely manner.

Children's individual risk assessments do not reflect the current level of risk for each child. Additionally, there is limited evidence in the children's plans that staff interventions specifically aimed at reducing risk are used effectively. For example, one child has not attempted to harm themselves for over 12 months. However, this is still assessed as a high-risk behaviour and the child remains subject to two-hourly observations.

The manager undertakes investigations into any allegations made about staff practice or conduct. These investigations are handled in a timely manner and shared with the appropriate external safeguarding agencies. The manager also ensures that support is provided to children if they make an allegation about staff, to ensure they receive a good level of care and support through the process.

The manager prioritises children's safety, and so recruits new staff using safer recruitment processes. The manager scrutinises pre-employment vetting checks to ensure those employed at the home are not a risk to children.

The effectiveness of leaders and managers: good

The manager is a strong advocate for the children. She speaks warmly about the children and knows them well. Children actively seek out the manager to talk to her and spend time with her. The manager is present in the home and makes sure she is available to children and staff alike.

Staff know the children well. They listen to them, invest time in them and promote their welfare. Staff place the well-being of the children at the centre of their care practice. They meet their day-to-day needs and celebrate their achievements, no matter what these may be.

Staff receive regular and effective professional supervision. This supports staff to develop their care practice and helps them to feel supported in their roles. The staff speak highly of the manager and know they can turn to her at any point.

The manager works closely with the local community. She has developed a kindness calendar, with the children and staff doing charity work each month in the local area. This supports the children to develop a sense of belonging and purpose.

Strong and effective multi-agency links have been developed by the manager and staff. Partner agencies described good communication and collaborative working, supporting the progress that children make. One professional said, 'This is the best residential home I have ever worked with.'

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, The 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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iii)(v)(ix) In particular, this relates to ensuring children are being supported to take risks appropriate to their age and level of understanding as part of their development and are being encouraged to learn from any incidents when things do not go to plan. It also relates to the registered person having	20 August 2024

confidence in the children's ability to manage their behaviour and the staff having the ability to respond appropriately to this behaviour.	
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)) In particular, this relates to ensuring assessments are clear, up to date and reflective of the current needs of each child.	20 August 2024

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: SC047978

Provision sub-type: Children's home

Registered provider: Blue Mountain Homes Ltd

Registered provider address: Unit 20-21, Pullman Business Court, Mallard Way, Pride Park, Derby DE24 8GX

Responsible individual: Pradeep Manaktala

Registered manager: Gemma Kirby

Inspector

Lauren Barwell, Social Care Regulatory Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024