

SC061878

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to four children who experience social and emotional difficulties and/or have additional learning needs. At the time of this inspection, four children were living in the home.

The manager registered with Ofsted in December 2023.

Inspection dates: 20 and 21 August 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: 1 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/02/2024	Full	Good
23/03/2023	Full	Good
09/11/2021	Full	Good
03/12/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home environment is welcoming and has a range of soft furnishings. Framed photos are displayed of children and staff. Children's bedrooms are personalised and are decorated to a good standard in line with their interests. However, there are areas downstairs which are cluttered and untidy. This detracts from the homely feel.

Children have made good progress in education, with the support of staff. All children are engaged in education and have increased the time they spend at school. They focus on their homework and most have excellent attendance.

Staff support children to attend health appointments and engage with wider support services to address their well-being needs. Staff encourage children to eat healthy meals and have introduced them to a range of foods to widen their choices and understanding of a healthy diet.

Staff join in activities with children that they enjoy, including going for walks, going swimming and being creative, such as making models and pieces of art. Children who were previously isolated and struggled in social situations are now learning to swim and spend time with new friends in the community, with the support of staff.

All children enjoy quality family time because staff support them to spend time with people who are important to them. Staff have encouraged and promoted family relationships, and these have developed positively for children, who spend frequent time with their families and enjoy day trips out with them.

Children said that they struggle with the lack of a consistent staff team, but they said they have built positive relationships with regular agency workers. Staff have friendly interactions and conversations with children and show positive encouragement. This helps children to develop trusting relationships with staff so that they feel stable and secure in their home.

Feedback from parents is positive. It highlights that the registered manager is quick to take action to address children's needs and that concerns are managed effectively. Professionals comment that children are happy and settled at the home and have made 'great' progress. They describe staff communication with them as 'brilliant'.

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

When restraint is used in the home, it is proportionate and appropriate, and it is only used as a last resort to keep children safe. The registered manager is qualified to deliver restraint training and ensures that staff have a good understanding of how to manage situations that require the use of restraint. He reflects on each incident, and there is

always a discussion with children so that they understand why restraint was necessary and so they can talk through the situation and express their feelings.

Staff support children to understand and learn how to keep safe online. Children have completed a range of exercises and activity sheets which address the risks around the use of social media.

Staff support older children to learn independent skills and make positive steps towards adulthood. Children complete comprehensive independence booklets that cover a range of topics, including budgeting and finance, training and employment, and household and practical skills. These skills prepare them for when they leave the home and transition into the community.

The registered manager is a good advocate for children. When necessary, he challenges professionals to ensure that children's needs are met. He highlights areas of concern that need attention so that children receive appropriate support.

Staff engage children in a range of meaningful conversations. Staff support children's emotional well-being and help them to express their feelings, understand their behaviour and explore risks. Staff also use meaningful conversations to mediate between children and facilitate restorative practice.

The registered manager takes appropriate and immediate action to address any allegations against staff. He follows internal and external protocols and seeks advice in the best interests of the children.

The effectiveness of leaders and managers: good

The registered manager is committed to developing a consistent staff team for children. He understands and recognises that a settled team is vital and will give children stability and security. Despite challenging times, he has implemented measures to reduce the impact on children and prioritise their needs.

Safer recruitment is a focus for leaders and managers, who are addressing staff shortages with immediate action. Leaders are supporting the registered manager and staff team and meet regularly to ensure that actions are set and plans are in place.

The registered manager and staff team have a good understanding of children and speak with enthusiasm about the care provided. They show a good understanding of children's likes, dislikes, hobbies and interests, and they can give positive examples of progress.

The manager reflects on learning from incidents and identifies that the different group dynamics of the household can sometimes impact on children. However, staff manage these in a positive way to ensure that all children feel safe and secure in their home.

The registered manager seeks advice when necessary and consults with specialist professionals to widen his knowledge so that he can support staff with children's changing needs.

Staff said that they enjoy working at the home and feel supported by leaders and managers, despite current staffing issues. They said that the registered manager works hard and 'does everything for children'. Staff have regular supervision and team meetings and have access to a range of online training so that they can keep up to date with children's needs.

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

Recommendation

- The registered person should ensure that the home environment feels homely for children and is not cluttered and untidy. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC061878

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior, Bromsgrove
B60 4AD

Responsible individual: Timothy Corbin

Registered manager: Benjamin Beynon

Inspectors

Emma Fryer, Social Care Inspector

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