

SC062785

Registered provider: Mig House Residential Care Home Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to nine young people. The home's statement of purpose states that the home looks after young people with severe, mild or moderate learning difficulties.

The registered manager has been registered with Ofsted since June 2012.

Inspection dates: 27 to 28 November 2018

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	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: 30 November 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2017	Full	Outstanding
02/03/2017	Interim	Sustained effectiveness
30/11/2016	Full	Outstanding
30/12/2015	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The overall experiences for young people are outstanding because they make exceptional progress in the home. Fantastic, life-enriching opportunities are made available for young people, and they flourish in a secure and trusting family environment where their individual personalities are valued.

Highly skilled managers and staff care for young people with genuine affection and warmth. They confidently remain positive and ably support young people when they show anxiety or distress. This contributes to a highly positive environment where young people develop positive relationships with staff and gain a clear understanding of the routines of the home.

The home is making a significant difference to young people's lives by working in partnership with them. Young people's views sit at the heart of practice in this home. These views, along with those of their parents and external professionals, are overwhelmingly positive.

Young people benefit hugely from individual programmes that support them to achieve ambitious, yet realistic, targets. Staff are highly skilled in offering the right amount of support to allow young people to overcome their individual difficulties and learn from their experiences. They provide safe spaces for this to happen.

Young people are making exceptional progress from their starting points. Managers and staff are rightly proud of the educational progress of young people. All young people are engaged in education because of the tenacity and robust advocacy of managers.

The staff team constantly reviews how it communicates with young people. Its members understand that improved communication for and with young people is key to improving young people's independent living skills. Several differing communications aids are used in the home alongside young people's own unique and personalised methods. Managers have recently received training on pragmatic organisation dynamic display and are looking at developing this new communication methodology within the home.

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

Staff are well trained and understand the increased vulnerability of young people, and act swiftly and sensitively to address any concerns.

Staff know the young people extremely well and provide appropriate close support to reduce risks and promote well-being without being risk-averse. For example, the excellent support and training they have undertaken with a young person enables the young person to travel safely and independently to and from the college she attends.

Each young person has a comprehensive individual risk assessment and behaviour

support plan. Staff understand the importance of letting young people experience appropriate challenges so that they can achieve their potential for problem-solving. Assessments on young people contain specific individual concerns and are regularly updated with relevant information.

Staff are not complacent and use skilfully judged interventions to maintain young people's safety and well-being. For example, they work closely and in partnership with placing authorities when it is in the best interests of a young person for a deprivation of liberty order to be considered.

Some young people have highly complex behaviours. There is a strong and positive focus in this home on understanding what young people are communicating to staff through their behaviours. This understanding provides all staff members with clear strategies about how to approach young people's complex or challenging behaviours.

Staff support young people to learn effective ways to manage their feelings and emotions. Young people demonstrated an unquestioning confidence and trust in the staff who help them to explore new experiences that increase their participation in the community and shared activities with each other.

Young people live in a safe, well-maintained home. Regular checks are in place to ensure that all areas of the home and any equipment are well maintained and safe. Robust recruitment procedures contribute to the safety of young people and protect them from harm.

The effectiveness of leaders and managers: outstanding

The experienced and qualified management team members act as role models. They promote an ambitious, aspirational vision for the home and have high expectations about what young people can achieve.

The staff team has a very positive view of leaders and managers. One member of staff said that the home 'is far superior to any homes that I have worked in... Managers really place all the young people at the forefront of everything we do'. Staff who spoke with the inspector said that they felt valued and noted that the support offered to them is excellent.

Low staff turnover and a stable staff team ensure that young people benefit from consistency of care. Staff members spoken with were highly positive about their roles. Regular supervisions, team meetings and daily reflective discussions promote an outstanding culture and atmosphere in this home, within which staff share their views and any matters of concern.

The registered manager knows each young person well and understands their current and evolving care needs. She is not afraid to challenge external agencies, always advocating in young people's best interests. Placing authorities and children's advocates were exceptionally complimentary about this robust approach. For example, a children's

advocate said, 'I am just here to back up the manager; she continues to ensure only the best is good enough for the young people.'

External professionals have a consistently positive view of the service and the leadership team. Comments from other agencies include: 'communication is brilliant'; 'staff are tenacious and go that extra mile to ensure young people's needs are fully met'; and 'I have nothing but good things to say about this home'.

The registered manager is committed to continually improving the home. The quality of care provided to young people is monitored effectively and measured in terms of what difference it is making to young people's lives. The registered manager regularly seeks feedback from parents, staff and external professionals to enable her to gain a comprehensive overview of the strengths and weaknesses of the home.

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: SC062785

Provision sub-type: children's home

Registered provider: Mig House Residential Care Home Ltd

Registered provider address: 8 Bushwood, London E11 3AY

Responsible individual: Khairoonessah Dustagheer

Registered manager: Nicola Anson

Inspector

Juanita Mayers, social care inspector

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