

SC063380

Registered provider: Family Care Associates Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by an independent provider. The home provides care for up to four children who present with complex behaviours following adverse childhood experiences and trauma.

The manager registered with Ofsted in January 2023.

Inspection dates: 6 and 7 January 2025

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: 19 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2024	Full	Good
25/01/2023	Full	Good
15/06/2021	Full	Outstanding
18/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, three children were living at the home. Since the last inspection, one child has moved out and one child has moved in. The children were involved in planning their moves and their wishes and feelings were considered. This helped to ensure that the moves were the right ones for them and that they were a positive experience for the children.

Staff provide a safe and loving environment for children. The home is welcoming and comfortable, and children's bedrooms are personalised. There are exhibits throughout the home of artwork that one child has produced, and photos of the children. This helps increase children's feelings of comfort and security.

Children build positive and trusting relationships with staff, who provide good-quality care and support in all aspects of their lives. This helps improve children's sense of safety and belonging. One child said, 'I feel safe, as staff listen to me and help me.'

Staff promote children's education and work creatively with education professionals to ensure that children's individual and complex needs are met. All three children have struggled in formal education settings and the manager has advocated for each of them to ensure that alternative provisions and timetables meet their needs. The manager has also secured tutors to visit the home and encourages a learning environment. This has resulted in children being able to access education in ways that help them feel comfortable and safe.

Staff support children's physical and emotional needs well. Children attend routine health appointments when needed and staff support their emotional health needs in a variety of ways. Staff have the support of the home's therapist, who further enhances their therapeutic understanding of children. Children therefore benefit from consistent therapeutic care that is adapted to their needs.

Children are supported to see their family and friends. Staff work creatively with children's social workers and families to ensure that family and friends time is positive and safe. Staff supported one child's sibling to visit the home and to be part of activities, which supported their relationship. Support for children to see people who are important to them helps them stay connected with their family and friends and meets their identity needs.

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

Staff provide a safe and stable environment for children. Care is consistent, and this promotes positive relationships with children. Children say that they feel safe and well cared for.

Staff are clear on the risks to children and have a consistent approach to how to support them. They are supported to do this by good-quality risk assessments which are reviewed regularly to ensure that strategies for them to manage risks remain up to date and effective. Children are supported well after incidents and staff work in line with their therapeutic plans, which further supports their safety and well-being.

There have been some incidents of children going missing from home since the last inspection. There are robust protocols and risk assessments in place and staff work in line with these, helping to ensure that children are returned home safely. Following incidents, plans are updated to ensure any learning from them is embedded. The manager has good oversight of these incidents and collaborates closely with professionals and families to reduce risks. Staff work with children to help educate them about risks and how to stay safe when out in the community.

Incidents of restraint are rare. When they do happen, staff intervention is appropriate and proportionate, to keep children safe. The manager and home's therapist have good oversight of these incidents and embed any learning in updated risk assessments and support plans. Following incidents, children are reassured by staff and their views gathered to further tailor their support.

Staff manage behavioural incidents well. Research-based therapeutic practice is used and children are able to regulate their emotions in a safer way as a result. Children respond well to the clear and consistent boundaries staff put in place, which results in children feeling supported and safe.

Children are confident to use the home's complaints process, and complaints which they have made have been responded to appropriately.

The effectiveness of leaders and managers: good

The manager is highly committed to her role and passionate about ensuring children receive good-quality care. The deputy manager and responsible individual support her well and she has been a consistent and supportive person in children's lives and for the staff team. Feedback from external professionals and families was incredibly positive about the manager, and these relationships have had a positive impact on the progress children are making.

The manager has effective monitoring and reviewing systems which allow her to track the quality of care provided to children and their progress. This allows her to identify areas for staff development and challenge them appropriately when needed. This helps ensure that children receive high-quality care.

Children's wishes and feelings are obtained in many different ways and help to shape their care planning and the home environment. The manager and staff have advocated for children in line with their wishes and feelings to ensure that their needs are met. For example, when a child was at risk of permanent exclusion from their education setting,

the manager advocated vociferously for them to remain there as this was in their best interests. The child has stayed there and is making progress.

Staff say that they receive good support from leaders and managers and enjoy working in the home. Permanent staff receive regular supervision and attend team meetings which focus on children, their progress and staff development. The home's therapist also attends team meetings, which supports the therapeutic and consistent care children receive daily.

Staff sufficiency has been a challenge for the registered manager since the last inspection. This has meant that agency staff have been used. However, agency staff have not been provided with formal supervision. This fails to ensure they are fully supported in their roles.

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

Recommendation

- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. This relates specifically to agency staff who work in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: SC063380

Provision sub-type: Children's home

Registered provider: Family Care Associates Limited

Registered provider address: First Floor Offices, The Unit, Berry Way, Euxton,
Chorley PR7 6RA

Responsible individual: Charlotte Johnson

Registered manager: Jessica Branford

Inspector

Hayley Booth, Social Care Inspector

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