

SC065189

Registered provider: Meadows Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is one of a number of children's homes operated by a private company. The home is registered to provide care and accommodation for up to three children or young people who have emotional and/or behavioural difficulties.

If required, children and young people can access the organisation's school and therapy department.

Inspection dates: 11 to 12 July 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: 6 February 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2018	Interim	Sustained effectiveness
10/05/2017	Full	Good
05/01/2017	Interim	Improved effectiveness
10/05/2016	Full	Requires improvement

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people's experiences and future life opportunities are significantly enhanced by the quality of care that they receive. They benefit tremendously from consistent and stable relationships with supportive and nurturing staff. This enables them to develop a strong sense of belonging.

Young people talk positively about their experiences of living at this home. They speak affectionately about staff and recognise how they have helped them in many aspects of their lives. One young person said: 'I'm really happy here, this is a good place for me. Staff are kind and respectful and treat us all the same. If something is bothering me, I feel like I can talk to staff. They listen to me and sort it out. This is why I'm happy here.'

The independence work that staff undertake with young people has a positive impact on young people's future life chances. Since the last inspection, one young person has successfully transitioned to independence. She has an apartment, has secured full-time employment and continues to grow in confidence and maturity.

Staff practice is influenced and guided by the therapeutic input provided from the organisation's therapy team. Therapists work closely with staff to develop individually tailored strategies of support. This has proved effective in helping one young person to explore and understand his gender identity. Promoting a culture of respect and openness is a clear strength in this home. As a result, young people feel secure, happy and settled.

Young people learn to respect and value one another. There is zero tolerance of bullying at the home. Young people are evidently very happy. They share a positive relationship with each other and their day-to-day lives are filled with fulfilling experiences, laughter and warmth.

The registered manager places a high value on education. Young people have well-established daily routines, and this prepares them for the school day. All young people enjoy excellent attendance at school and have a positive attitude to learning. Staff have high aspirations for young people and this is communicated to them in an inclusive way. This helps the young people to have high expectations and aspirations for themselves.

Young people enjoy participating in regular activities in the local community. This helps improve their physical health, builds self-esteem and enables young people to develop friendships within the community. The home environment replicates family life. Young people clearly enjoy spending time in the home with staff and each other. This further creates a lovely, relaxed atmosphere at the home.

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

Staff are confident in all areas of child protection. They have the necessary knowledge and skills to keep young people safe. Staff are particularly skilled at undertaking direct work that targets specific areas of difficulties and vulnerabilities.

Staff source and provide research-based advice, which helps young people to make good decisions. Staff challenge young people appropriately and help them to understand that making mistakes is not disastrous and that they can learn from these situations. Consequently, young people's risk-taking behaviour has decreased significantly.

Parents and professionals hold the service in high regard. One parent said: 'In my opinion, this is an outstanding home. I can't fault staff, they are brilliant. I can sleep at night, because I know my child is safe and happy.'

Relationships is a key strength and young people have forged strong attachments with the registered manager and staff team. The quality of these relationships is used effectively to apply clear and consistent boundaries in a calm, caring and parent-like manner. Staff talk with young people about how to manage their frustrations and are actively encouraged to be solution focused. The effectiveness of this approach is evident in how young people are managing their behaviour. Positively, since the last inspection there has only been one physical restraint. This further demonstrates how settled young people are.

The young people do not place themselves at risk by going missing from home, nor are they known to be subject to the risk of sexual or criminal exploitation. That said, the risk is clearly understood by staff. The staff team has received training around such issues and are highly alert to the signs and triggers.

Safe recruitment practices are utilised to ensure that young people are protected and that all staff at the home are suitable and safe to work with young people.

Young people live in a physically safe environment, and all routine checks, risk assessments and safety policies and procedures are rigorously adhered to.

The effectiveness of leaders and managers: outstanding

The registered manager is an inspirational leader who acts as a positive role model for staff and young people. He is extremely passionate about supporting young people and is committed to helping them achieve their full potential.

Staff are extremely positive about working at the home. They feel well supported by the registered manager and their colleagues. One member of staff said: 'I love coming to work. Stuart is a fantastic manager. He is open, honest and supportive. We're like a little family here. It's a very relaxed and caring home.'

The quality of relationships between staff, partner agencies and young people's families

is excellent. All those spoken with reported very high levels of satisfaction with the care and progress of the young people and the professionalism of staff.

Staff benefit from regular and in-depth practice-related supervision. Staff confirm that team meetings are creative and interactive, and enhance their knowledge of guidance, research and legislation. The registered manager promotes the professional development of each of his staff team. He ensures that they are equipped to care effectively for this diverse group of young people.

The registered manager maintains a thorough oversight of training needs and makes sure that all mandatory training is kept up to date. This is further supplemented by a range of needs-led training opportunities delivered by the organisation's therapy team, for example attachment, child development and gender identity training. This enables staff to develop their knowledge base and embed new learning into practice.

A range of quality assurance systems are used effectively to ensure that shortfalls are identified and addressed in a timely manner. The registered manager demonstrated a thorough understanding of the home's strengths and there is a clear focus on continuous improvement and development.

The registered manager has high expectations of the staff team and motivates staff to be imaginative in their work. The whole staff team, along with the registered manager, champions the young people's needs and works tirelessly to make sure that they get the best opportunities to achieve their potential in all areas.

There are no identified shortfalls at this inspection. This further demonstrates the quality of care provided to young people and the effectiveness of leadership and management.

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: SC065189

Provision sub-type: Children's home

Registered provider: Meadows Care Ltd

Registered provider address: Meadows Care Ltd, Egerton House, Wardle Road,
Rochdale OL12 9EN

Responsible individual: Karen Brandon

Registered manager: Stuart Roberts

Inspector

Ceri Evans, social care inspector

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