

SC066048

Registered provider: Anderida Adolescent Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns and manages this home. It provides care for one child with social and emotional difficulties.

The registered manager post has been vacant since February 2022. The current manager is applying for registration with Ofsted.

Inspection dates: 22 and 23 February 2023

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: 9 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/02/2022	Full	Good
19/11/2019	Full	Good
09/08/2018	Full	Good
05/07/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children thrive in this home. The empathic relationships between children and staff are built on trust and respect. Children benefit from consistent boundaries, expectations and responses from staff. As a result, children have made exceptional progress in developing effective strategies to understand and manage their emotions.

The highly motivated and dedicated staff provide purposeful and creative care to children. Children make excellent progress from their starting points. For example, one child, who was previously not in education for two years, has been attending education since living in this home. They told the inspector that they love going to school, are exploring new interests and that staff encourage them to go.

Excellent research-based practice that is focused on problem-solving, rather than consequence-based care, encourages children to make positive choices. Children flourish because of the emotional and physical support of staff. Motivated staff persistently advocate for children. Their successful and confident challenge of professionals is well documented and supports the best care for children.

Staff are persistent and strive to deliver informed and purposeful care to children. The model of therapeutic care provided supports the ethos of the home and is understood and implemented well. All staff and managers are exceptionally child-focused and effective. The inspector observed the intricate and resourceful de-escalation of one incident and the successful restoration of relationships.

The environment is welcoming, clean and child-friendly. Personalised rooms provide a homely and relaxed feel. Some children's complex care needs mean that some items are not used or present in the home. However, the home does not appear as institutional. Children told the inspector that they want to remain at the home until they reach adulthood because 'it's their home' and staff listen and act on their wishes.

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

Excellent safeguarding practice is a continuous thread throughout this home. Meticulous and proactive staff have a fierce determination to keep children safe. All staff have an in-depth knowledge of internal processes and policies. This supports the children's care planning and provides consistency in being able to safeguard them. Children told the inspector they feel safe.

All staff are familiar with individual policy and processes to manage behaviour when children may want to harm themselves. The staff's desire to seek further knowledge

and understand the children's behaviour and traumatic life experiences has led to a reduction in serious incidents and one child accepting the care provided to them.

The physical restraint of children is rare. Individual risk management is excellent. Staff use effective de-escalation techniques to minimise any physical intervention. Therefore, children's behaviour is managed in a calm and informed way.

Risk assessments are comprehensive, constantly updated and individual to meet the needs of each child. When there are changes, staff will discuss with the child how this will impact on their daily activities or family time. This means that children are fully informed of their care planning and how staff will keep them safe.

Staff and managers receive training to meet the specific needs of each child. Staff were able to reflect on this and give examples of how they implement their training. Children benefit from stability and informed care because of the increased knowledge of staff.

The children's guide provides appropriate and relevant information. Complaints from children are managed sensitively and thoroughly by the management team. Children are supported throughout the process and regularly updated until its conclusion. Feedback is provided to children, both written and verbal. This ensures that children know they have been heard and that they can speak out without fear of prejudice.

Comprehensive and clear processes ensure that the home is maintained to a high standard. Health and safety in the home, including fire safety, is effective. Therefore, children live a safe environment and know what is expected in an emergency to keep themselves and others safe.

The effectiveness of leaders and managers: outstanding

The dedicated and tenacious manager role models excellent practice and a determination to get things right. They are supported by a committed and enthusiastic staff team that wants to continually strive for excellence. Morale is high, and therefore, the atmosphere in the home is calm and encouraging to staff and children.

Managers and staff receive practice-related supervision. Staff say that they are supported to develop and are listened to by senior leaders. Staff feel valued, and therefore, staff retention is excellent. This provides stability and routine for the children living in the home.

Training for staff is accessible and well organised. All staff access a broad range of training and development opportunities. Therefore, staff are knowledgeable and skilled to meet the needs of the children in their care.

Thoughtful practice is embedded in the care provided to children. For example, records have caring language so that when children become adults and read their files, this is a positive experience.

The manager has highly effective monitoring systems and quality assurance processes in place to identify any areas for development. These are addressed meticulously by the leadership team and shared with the staff team. The home's statement of purpose is regularly reviewed. However, this is not child-focused and does not always reflect the individualised, excellent and specialist care that is provided.

In addition to the manager's own comprehensive quality of care review, the provider's development plan is reviewed regularly and updated accordingly, which prevents drift. The independent visitor offers an added layer of scrutiny. Any recommendations from these visits are swiftly addressed by the manager.

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

Recommendation

- The registered person should ensure that the home's statement of purpose is child-focused, indicating how the home provides individualised care to meet the quality standards for the children in its care. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)

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: SC066048

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care Ltd

Registered provider address: Neville Mews, 6a Neville Road, Eastbourne BN22 8HR

Responsible individual: Erica Castle

Registered manager: David Ridehalgh

Inspector

Jill Sephton-Wright, Social Care Inspector

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