

SC066917

Registered provider: Oracle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It is registered to provide care for up to two children who may have experienced childhood trauma which has led to unmet emotional needs that require specialist care and support.

The manager registered with Ofsted in January 2023.

Inspection dates: 2 and 3 December 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2023	Full	Good
13/03/2023	Full	Requires improvement to be good
27/04/2021	Full	Good
11/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, there was one child living at the home. One child had moved out since the last inspection.

Staff have helped the child develop an awareness of their wider community and engage in charitable events. For example, the child raised money for a children's charity by completing a fun run with staff. Other charitable events have also been completed. This not only supports the child to improve their social responsibility but also to develop empathy and have a more compassionate worldview.

Opportunities are provided for the child to make friends within the wider community. This includes regularly meeting a friend to play in a local park and attending a school friend's birthday party for the first time. The emphasis around friendships helps the child develop vital life skills and supports them to have successful relationships in the future.

For one child who no longer lives at the home, their experience was mixed. Geographical constraints of where the home is situated resulted in the child requesting to move. The manager advocated on behalf of the child to ensure that their views and wishes were listened to. This resulted in the child moving closer to family.

Leaders and staff strive to create a family environment. They have the same aspirations for children they look after as members of their own family. They know children well and relationships with them are warm and loving. As a result, the child has quickly developed a sense of belonging and refers to the staff as their 'family'.

The child's attendance at school is excellent and the home works closely with school professionals to ensure that there is a consistent approach across the settings. For example, the organisation's clinical lead undertook training with school staff. This enables the child's holistic needs to be recognised and improves consistency for them.

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

Staff and managers know the child well and this leads to an initiative-taking approach to risk management. As a result, risky behaviour is reducing. For example, by altering the layout of outdoor space, they have reduced incidents when the child is playing in the garden.

There have been instances when staff have been unable to deter the child from unsafe behaviours. On occasion, physical intervention has been used as a last resort. When this is needed, the least restrictive measure is used to keep children safe. Follow-up work is completed to address behaviour and, as a result, incidents of restraint are reducing. The manager has good oversight of incidents and considers the causes of children's

behaviours. This reflective approach provides greater opportunity for staff to provide effective and thoughtful care.

Consequences for behaviour are rare. When consequences are implemented, they are fair and proportionate. They help children to learn boundaries around their behaviour and teach accountability. The manager monitors the effectiveness of their use.

Children feel comfortable raising complaints. When complaints are made, managers and staff listen to children and make good attempts to understand the context of these concerns. Where needed, action is taken in response and, as a result, children feel valued, listened to and able to raise concerns when needed.

There have been some occasions when children have made allegations. On most occasions, these allegations have been handled effectively. However, there has been one occasion when there was a delay in action taken. This potentially put both the child and the member of staff at risk.

A review of the home's fire risk has been undertaken, in accordance with regulations. However, not all remedial work has been taken to reduce the risk of fire. While the inspector was on site, the appropriate action was taken to mitigate this risk.

The effectiveness of leaders and managers: good

The manager is a good role model for her staff team. She is child focused and caring. Staff report that they feel supported by the manager and that she is approachable. Staff and managers consistently focus on the children's needs and adapt their approach where necessary. For example, with younger children living at the home, there has been a large focus on play and staff have purchased various resources to provide ample opportunities for this. There is also a generous garden space where children can enjoy outdoor pursuits.

The manager is supported by a responsible individual who knows the home well. They work collaboratively to ensure the smooth running of the home. The manager has a variety of monitoring systems to support her oversight. These are generally effective. However, the manager has failed to explore how staff and children's views can be used to improve the quality of care provided at the home within her biannual review.

The manager and staff communicate effectively with other professionals. One social worker said that they could not think of any room for improvement in the care provided to the child.

Nearly all staff have completed the required qualification for their role. One member of staff is close to finishing this within the required timescale. When the manager identifies a training need, she seeks this for her team. This means that staff have the relevant training and expertise for their role.

A clinical lead works directly with children but also provides support for staff. Planning meetings with the clinical lead and staff team take place to explore children's holistic needs. This also improves staff's psychological understanding.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vi)(vii)) In particular, ensure that prompt action is taken in response to any allegations against staff.	30 December 2024
If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— paragraph (1) does not apply; and the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, ensure that any actions identified in the fire risk assessment are completed in designated timescales.	30 December 2024
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children;	3 March 2025

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (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: SC066917

Provision sub-type: Children's home

Registered provider: Oracle Care Limited

Registered provider address: Suites 1 & 5, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: Laura Duckers

Registered manager: Suzanne Tucker

Inspector

Chrisoula Contoyianni, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024