

SC067839

Registered provider: Future In Mind Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides care and accommodation for up to two children who have experienced childhood instability, resulting in trauma and associated complex behaviours.

The manager was registered with Ofsted in June 2017.

Inspection dates: 1 to 2 August 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: 2 August 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2017	Full	Good
21/02/2017	Interim	Sustained effectiveness
16/08/2016	Full	Outstanding
31/03/2016	Interim	Improved effectiveness

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, 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 registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36(1))	28/09/2018

Recommendations

- Homes have a key role in organising and ensuring each child's attendance at the necessary primary and secondary health services. ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.11)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at this home make remarkable progress from their starting points. The commitment and dedication shown by staff to the children that they care for is a key strength of this home. Children are valued and supported with patience and affection. Research and a clear understanding of attachment theory underpin staff practice. Regular consultations with a psychotherapist are used well and improve the service that children receive.

Staff provide children with consistent care, developing close bonds and positive attachments. Staff volunteer to work additional shifts to cover for absent colleagues. Staff feel strongly that children should be cared for by those that know them well and know how to keep them safe. Children benefit from extremely warm and trusting relationships with staff.

Staff prioritise children's health needs, ensuring that their needs are met by excellent multi-disciplinary work. However, one young person had not seen a dentist within the last 12 months. This was an isolated incident as a result of their previous carer cancelling the appointment. The matter was immediately rectified and there was no adverse impact on the child. Children's emotional health is enhanced through the provision of high-quality therapeutic support. Children are provided with individual therapeutic programmes. Children who have completed their therapeutic programmes have made exceptional progress and have successfully moved to foster care.

Children's files are well organised, and placement plans clearly identify objectives to enable children's progress. This helps staff and children to work towards long-term aims. The registered manager has a strong focus on the achievements of children as well as their positive attributes. This helps children to develop their self-esteem and to improve their behaviours.

Staff make and maintain excellent relationships with children's families and friends. Children receive emotional and practical support to enable them to keep in contact with the people who matter to them. For example, staff regularly welcome family members to the home. One child's brother visits him at the home and they undertake a range of activities together, including cooking their lunch. Staff are flexible and prioritise contact arrangements to help children. This enables children to maintain their family links. This adds to their sense of emotional stability and their sense of identity. Family members explained that the commitment of staff has played a significant role in strengthening sibling relationships.

Staff encourage children's attendance at school. This helps children to understand the importance of education and assists them in improving their confidence. One young person has achieved 100% attendance. A social worker told the inspector, '[Name of child] continues to make positive progress while he resides at his current placement. He has fantastic attendance at school, he is supported and encouraged with social friendships and activities.' However, staff have not ensured that they have the most recent version of one child's Education Health Care Plan on file. This is an administrative shortfall only, and it has minimal impact as staff have daily contact with education staff. A tutor confirmed to the inspector that, 'Staff are helpful and professional, they support [child's name's] progress in all areas and are always keen to know what work we have been doing.'

Children's views are central to the running of the home. Staff consult children in all aspects of their care and support them to take increasing control of the decisions that affect them. Children say that staff listen to them. This ensures that children feel that their views are valued and provides them with a degree of control. The registered manager ensures that children receive feedback about any requests that they make. For example, one child recently requested an increase in the number of male staff in the home. The management team listened to this request and understood the rationale. Two male staff have subsequently moved from another home within the company. This has helped the child to feel more relaxed. He is enjoying undertaking activities with male staff, for example he is currently planning his summer holiday and has asked a male member of staff to join him.

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

Staff are highly vigilant and keep children exceptionally safe. Children's risks and vulnerabilities are thoroughly assessed, regularly reviewed and well documented. Personalised risk assessments provide staff with the necessary guidance that they need to confidently promote children's safety and well-being.

The home has rigorous systems in place to deal with the recruitment and selection of staff. These measures make sure that children are not exposed to unsuitable adults who

may cause them harm.

Incidents of children going missing from the home are low and are managed extremely competently. When children go missing, staff respond well. They follow procedures, by looking for children and liaising with the police. The registered manager makes sure that return home interviews are always completed. These measures promote children's safety and demonstrate that staff care about them and want them to return home safely.

Children's behaviour has significantly improved because staff set clear and consistent boundaries. Staff help children to complete plans which identify triggers that make them feel angry or upset, and outline techniques that they can use should they begin to feel like this. These plans also provide clear guidance for staff about how they should support children. A qualified psychotherapist oversees this work and helps staff to reflect on the strategies that they employ. Staff welcome this opportunity and use it effectively to ensure that their practice is informed by a solid evidence base. This improves staff confidence and the quality of their work. A social worker confirmed that one child has made outstanding progress and is now much more able to regulate his emotions.

Incidents of physical intervention are low. There have been only two incidents of physical intervention since the last inspection. This is because staff have open and trusting relationships with children. In addition, staff are experienced in using distraction techniques and talking approaches to ensure that situations do not escalate to aggression. This approach also helps children to develop suitable responses to others. When physical intervention is used, it is a last resort. Children are offered support following an intervention and their views are recorded.

The effectiveness of leaders and managers: outstanding

The strength of the management team accounts for the progress that the home has made in the last year. The registered manager and responsible individual successfully ensure that staff provide a high standard of care. This has been achieved with the support of the deputy manager and staff team. Managers and staff are committed and highly motivated individuals who show genuine care and warmth for the children that they support. The psychotherapist who provides therapeutic support to the children and staff told the inspector that the registered manager has a thorough understanding of the therapeutic model and ensures that this is disseminated to staff.

Staff complete a range of mandatory training, and new starters work through a well-supported induction process. Training records are very well-maintained. Staff also undertake therapeutic training, underpinned by attachment theory. New starters are closely mentored and are well supported. One staff member told the inspector, '[Name of registered manager] is a great manager, she is so supportive. She is trustworthy and has really helped with my development. She is passionate and child-focused and she makes staff feel valued.'

Monitoring and review systems are exceptionally strong. The registered manager's relationship with the independent person is positive and the registered manager values and welcomes this external monitoring. Managers use feedback, challenge and scrutiny to improve the home and children's experiences.

Staff supervision arrangements are well established and provide excellent opportunities for staff to reflect on their practice. Managers also use this time creatively to monitor staff competence and progress in their development. Staff are encouraged to develop their practice, and the culture in the home is to provide an exemplary standard of care. Staff feel well supported and enjoy their work. One member of staff told the inspector, 'Staff are given differing responsibilities. I think this is good and helps staff to develop. We are asked to give presentations in team meetings. It's a good place to work and I believe a good place for children.'

The registered manager keeps young people at the heart of all that she does. She is inspirational and ambitious for children and ensures that her personal and professional ethos permeates across the entire staff team.

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: SC067839

Provision sub-type: Children's home

Registered provider: Future In Mind Limited

Registered provider address: Future In Mind Limited, 65 Market Street, Hednesford, Cannock, Staffordshire WS12 1AD

Responsible individual: Carly Adams

Registered manager: Donna Mazzone

Inspector

Annemarie Parker, social care inspector

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