

# SC069474

Registered provider: Anderida Adolescent Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately owned home is registered to provide care for up to three children with emotional and/or behavioural difficulties.

The manager has been registered with Ofsted since July 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

### Inspection dates: 2 and 3 February 2022

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

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 July 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement      |
|-----------------|-----------------|---------------------------|
| 09/07/2019      | Full            | Good                      |
| 27/02/2019      | Interim         | Declined in effectiveness |
| 04/06/2018      | Full            | Good                      |
| 15/06/2017      | Full            | Good                      |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Staff provide high-quality and compassionate support for children. Staff benefit from a deeply embedded therapeutic ethos grounded in Non-Violent Resistance (NVR). This enables staff to work creatively to deliver transformational change for children with complex blends of mental health, emotional and behavioural challenges.

Children's progress is closely monitored and celebrated by staff. One child who came into the service was elective mute, choosing to communicate via sign language, and prone to incidents of serious self-harm. Staff went out of their way to learn the child's sign language and used other forms of communication to build the child's trust. The child now communicates verbally with confidence. They have also been able to significantly reduce incidents of self-harm and other high-risk behaviours, including going missing from care.

Staff work closely with families to provide therapeutic support and guidance on positive relationships with children. This has led to healing of damaged familial relationships. One parent said that they highly value this support and have been able to embed NVR principles into their own parenting approach. They highly praised the consistency and dedication of staff in supporting her child and the family as a whole. The child has now been able to re-engage in some positive contact with her family.

Staff place a strong emphasis on therapeutic work to support sensory issues with children. This leads to lower anxiety levels. Staff also support children to express themselves through arts and crafts.

Staff have also been highly successful in re-engaging children with education. A professional highlighted how impressed they were that a child had been able to successfully complete their GCSEs despite going through significant emotional turmoil during exam time. This child now has exciting and ambitious plans to pursue a career in childcare and is already considering her options for higher education.

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

The professionalisation of the NVR approach, with the whole staff team now trained and several staff completing higher level qualifications in NVR, has led to consistent and coherent approaches to risk and behaviour management. Interventions are effective and full of sensitivity. Staff analyse the evidence of impact after all incidents to review efficacy. Well-recorded outcomes are clearly instigating positive change for young people. One child had been engaging in high-risk missing-from-care behaviours and was exposed to criminal exploitation prior to admission. This child is now very settled and risk-taking behaviours have been eliminated.

Staff deal with children who are missing from care very well. Chronologies show proactive and tireless support to ensure that missing-from-care episodes are short in duration and all appropriate debriefs and return home interviews are completed in good time. This has resulted in significant reductions in missing-from-care episodes.

Staff have a positive and constructive approach to behaviour management that does not seek to blame but instead supports personal growth and development in children. This has resulted in children developing high levels of reflective insight into their own risks and behaviour. Children are supported to identify strategies they can employ to keep themselves safe.

For one child, there have been huge improvements in their ability to keep themselves safe in the community. This has enabled them to re-establish unsupervised contact and they have been enjoying overnight stays with their family again.

Staff work with children who display high risks of self-harm. However, staff deal with these issues sensitively and skilfully. During this inspection, staff were celebrating 10 weeks without any incidents for one child in placement. They reflected that, sometimes, this child was involved in incidents of self-harm several times a week.

### **The effectiveness of leaders and managers: outstanding**

The registered manager demonstrates a clear vision for the kind of service she wants to run. She has concentrated on empowering staff to build confidence in their own ability to affect change for children. She exudes a caring and empathic approach that is valued by children and staff alike. Feedback from staff is universally excellent on the manager's leadership and passionate commitment to the home.

The registered manager maintains a clear focus on the child, and she places them at the centre of all decision-making and planning. Close working and coordination with her deputy and senior staff ensure a consistency of approach driven by a shared set of values and ethos of care. The senior team has a well-developed understanding of the needs of the children in placement and can readily identify key areas of progress and plan ahead for challenges that may arise.

Staff benefit from extensive and high-quality support mechanisms. Staff talk of the quality of support being unlike anything they have experienced before and feel highly valued by the organisation as a whole. Staff benefit from therapeutic group supervision, access to one-to-one sessions to support their emotional well-being, and professional supervision which is delivered by qualified senior staff.

The registered manager has been one of the key players in the development of an equality task force. This has led to organisation-wide engagement in Pride parties, LGBTQ+ parties and a recent campaign around violence against women. Staff are well trained in issues relating to equality and inclusivity and there are plentiful examples of how this learning is rolled out to children so that they can recognise

abuse, discrimination and inappropriate relationship behaviours between men and women. Staff also recognise their responsibility as role models for positive behaviour.

Staff cannot praise the manager or organisation highly enough. One member of staff said, 'Support has been amazing on an emotional and practical level. They have really helped my confidence and enabled me to start to think about development to a more senior role.' Another said, 'I really enjoy working here. It doesn't feel like work, it's like coming home.'

The registered manager explained that there has been an administrative error at the home which has led to the erasure of all notes for their last monitoring report. This was rectified and the latest version was available on inspection. However, the length of delay in submission was long.

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

### **Recommendation**

- The registered person should have a system in place which allows them to monitor the matters set out in regulation 45 at least once every six months. In particular, the registered person should submit monitoring reports on schedule. Any obstacles to timely delivery should be rectified as quickly as possible. (Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 51.2)

### **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:** SC069474

**Provision sub-type:** Children's home

**Registered provider:** Anderida Adolescent Care Limited

**Registered provider address:** Anderida Adolescent Care Limited, Neville Mews,  
6a Neville Road, Eastbourne BN22 8HR

**Responsible individual:** Erica Castle

**Registered manager:** Emma-Louise Parslow

## Inspector

Peter Jackson, Social Care Inspector

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