

SC357455

Registered provider: Woodside House Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to four children of either gender. The ages of the children range from 11 to 18 years. The home is privately operated by a family partnership.

A registered manager has been in place since 2008. He has the relevant experience and qualifications for the post.

Inspection dates: 14 and 15 June 2022

Overall experiences and progress of children and young people, taking into account **outstanding**

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: 21 September 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2021	Full	Outstanding
11/09/2019	Full	Outstanding
30/01/2019	Full	Outstanding
27/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children feel safe, cared for and valued. The warmth and fondness shown to the children are demonstrated by spontaneous acts of affection such as hugs and with a genuine interest in how children are doing and what they have been up to. The high-quality care children receive while living in this home helps them to feel cared for and able to thrive. The children express feelings of belonging and attachment to the home and the staff who care for them. One child said: 'I want to stay here forever. It is my home and everyone here is a part of my family. They are all amazing.'

Effective arrangements are in place to assess the compatibility of children moving into the home with those already living there. This careful approach helps to reduce the risk of inappropriate placements and the unnecessary risk of placements breaking down quickly.

Children experience secure, long-term placements and build up loving and close relationships with staff. This helps them to make good, and in some cases exceptional, progress. This is particularly significant as the presenting needs of children are considerably complex.

A very stable and committed staff team provides children with consistent and high-quality care. Children are helped to manage powerful emotions and self-regulate strong feelings. They are supported with clear and consistent messages about acceptable behaviour. Children receive clear, supportive guidance if their behaviour is unacceptable, and this helps them to understand and learn how to respond in a more positive way.

Children's health needs are promoted and protected conscientiously and rigorously. Specific health needs are known and met, and specialist appointments organised when necessary. Therapeutic interventions are available to the children as required and this ensures that children's emotional needs are met to a very high standard. One therapist said: 'Staff take the time and care to ensure that they fully understand children's needs, which they view in the context of children's past experiences. Staff work closely with other professionals and family members to create consistency and security for children. The children thrive in this environment.'

From a secure base, children enjoy a wide range of enriching activities and experiences, including some memorable firsts, which they talk about excitedly. Staff tailor activities to individual interests and abilities. This results in the development of children's confidence and social skills and contributes greatly to their improved ambition and aspirations.

As a result of the personalised care they receive, children have made significant

progress in their development, self-esteem and achievements, both socially and educationally. All the children have places in full-time education and have managed to improve their educational attainment, which is excellent, bearing in mind their troubled histories and starting points.

Staff sensitively supported one child's move to semi-independent living after seven years living in this home. The child's social worker said: 'The meticulous planning which went into every step of this transition has set a strong foundation for the young person's future. Staff provided a high level of support to both this young person and to the other children living in the home to ensure that the move was positive and exciting and that the young person saw this as the first step into the next stage of [their] life.'

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

Staff take exceptional care to gain the best possible understanding of children's anxieties, fears, hopes and aspirations. Consequently, they have a deep understanding of why children behave the way they do and know how to support and nurture them. Staff involve children in the planning for their care and safety. This results in the deepened mutual sense of trust and respect that exists between staff and children. Staff think ahead for the children and help them to consider and plan for their futures.

Children's safety and well-being are seen as precious. Staff truly understand children's strengths and vulnerabilities and plan accordingly. This comprehensive understanding is underpinned by guidance from therapists and other professionals. In turn, this helps children to build their confidence and to explore their behaviours and backgrounds, enabling them to develop resilience and coping strategies. As a result, incidents of distressing and challenging behaviour lessen over time. There have been no incidents of children missing from home since the last inspection, and any incidents of concern have been minimal.

Each child is supported in line with exceptionally well-devised risk assessments. These clearly outline how each child needs to be nurtured and supported. This excellent understanding and awareness of the children's vulnerabilities means that there is no staff complacency about potential risks.

Support provided to the children during time spent with their families is exceptional. Staff are acutely aware of how familial relationships can sometimes be a source of anxiety and turmoil. Staff implement personalised and carefully thought-out strategies which means these visits can be managed sensitively and skilfully. As a result, children are better able to cope with the emotions which family time may trigger.

Children know how to make a complaint. Children's opinions are sought and this provides them with the opportunity to express their views about how they are being cared for. Children say that they feel involved and know that they have an influence

on how their home is being run.

The effectiveness of leaders and managers: outstanding

This home is led by exceptional managers. Their professionalism, skills, diligence and commitment to meet each child's individual needs are of an extraordinary standard. Close and cohesive working between the managers and staff members ensures that care is scrutinised carefully and that high standards are expected and achieved. Plans are consistently reviewed, and progress, no matter how small, is celebrated.

Managers have created a culture that is responsive to the immediate and ongoing needs of children. For example, strategies discussed and agreed at review meetings are implemented within hours of such a meeting. One social worker commented on the extraordinary commitment demonstrated by staff, who went above and beyond to ensure the smooth move of a child who was leaving the home after their anxieties were recognised in the review meeting. Within hours, managers devised and implemented a detailed package of support. This greatly reassured the child and resulted in a move to semi-independence, which was carefully implemented and sensitive to the child's ever-changing anxieties.

Careful record-keeping ensures that children's records are current, detailed and relevant. Staff talk about children with great knowledge, care and insight. The views, wishes and feelings of the children are reflected in their records. This shows that the children are involved in the planning of their care and progress. There is high ambition for what children can accomplish and a sense of pride in their achievements.

Of note is the highly effective communication with external professionals and other stakeholders, which ensures collaborative working to promote children's well-being and progress. Professionals and family members highlighted the extraordinary efforts made by staff to ensure consistency and continuity in all areas of children's lives.

Staff supervision is analytical and child-focused, with particular emphasis on children's progress. One minor shortfall relates to the records of supervision discussions, which do not provide evidence of the opportunity for staff to reflect on their own practice and the effect which this has on children's lives and experiences. A recommendation has been made in relation to this.

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

Recommendation

- The registered person should ensure that supervision enables staff to reflect and act on how their own feelings and behaviour may be affected by the behaviour of the children they care for, including how their own practice affects children's experience and progress. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)

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: SC357455

Provision sub-type: Children's home

Registered provider: Woodside House Care Limited

Responsible individual: Alison Hayton-Gregg

Registered manager: Michael Gregg

Inspector

Jacqueline Georghiou, Ofsted Inspector

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