

SC357468

Registered provider: Timeout Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is one of several children's homes operated by a private company. The home is registered to provide care for one child who may have emotional and/or social difficulties.

If required, children and young people can access the organisation's school and therapy department.

The manager has been registered with Ofsted since July 2019.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 24 to 25 May 2021

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: 29 May 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2019	Full	Outstanding
12/06/2018	Full	Good
11/09/2017	Full	Good
31/01/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff have worked determinedly to ensure that children can build secure relationships with the adults working with them. This has been achieved through a holistic focus on the complex needs of children. The children have had very traumatic experiences and are supported by therapeutic carers and in-house therapists who use a range of strategies to help them. There is very effective planning and innovative key working based on the therapeutic model. The model is well embedded in practice and has been extremely successful, ensuring a very consistent approach to supporting children. As a result, children have made exceptional progress and have memorable experiences in all aspects of their life.

Staff have worked exceptionally well with the school to ensure that children settle well and maintain full attendance despite some challenging behaviours. This includes working with children in the home environment to promote learning and ensuring a multi-agency approach. Effective communication has been key to the achievements sustained in school. Children have made friends at school and are now able to work in a classroom environment developing their literacy skills. This has been a significant achievement for children. One education professional commented, '[Name of child] is constantly beaming now. Worlds apart from the start...much healthier, settled and happier.'

Robust, strong partnerships with health providers ensure that the health needs of children, both emotionally and physically, are being well met. Staff have provided particularly good support to children for recent dental surgery and have worked with multi-agency partners to significantly reduce incidences of enuresis. Close working with the in-house therapists has helped children to sustain their greatly improved and positive health outcomes. A therapist acknowledged the unprecedented complexity of children at the home and the commitment of staff, commenting, 'I couldn't think of a better team for her to be with.'

The range of opportunities within the school, in house and in the wider community have resulted in children beginning to enjoy, achieve and progress. Children have learned how to play. Children have experienced going on holiday for the first time in their lives and have been encouraged to go swimming, to do gymnastics and to take up horse riding. Importantly, children have been able to make friends. To ensure that children have a good understanding of their 'story' and progress, staff have created some fabulous memory books. These child-focused records reflect and highlight all positive aspects of children's lives and their activities.

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

Staff have a very comprehensive understanding of safeguarding issues and respond exceptionally well to identify and reduce risks. This means that children are kept safe. Key-working sessions with children include personal safety and this has been very effective, with a reduction in inappropriate behaviour and children's better understanding of safety.

Safeguarding concerns are responded to and resolved very quickly with appropriate referrals and involvement of safeguarding professionals. When allegations are unfounded, the manager has skillfully identified learning points to further improve practice and better safeguard children.

The therapeutic model of practice ensures a consistent approach to behaviour management, which is focused on the understanding of past traumatic experiences of children. Crisis management risk assessment is detailed and strategies updated regularly. This ensures consistency of practice among the staff team to help children feel safe. Physical interventions and incidents involving children have reduced over the past year as staff work collaboratively and with great sensitivity. Comments from children through professionals include, 'Since being at [name of home] it has been unbelievable.' One child also said, 'This is the place where you keep me safe.'

Contact for children with their families is arranged sensitively, balancing the needs of children and families. When necessary, contact is arranged in accordance with court direction. Where face-to-face contact has not been possible, especially during periods of lockdown due to COVID-19, staff have ensured that families receive information and photographs to keep them up to date.

Responses and planning for managing concerns related to COVID-19 have been very comprehensive. Government guidance has been followed and staff have been supported well in their roles. Importantly, staff recognised the effect the pandemic has had on children's emotional and physical health, well-being and progress. They ensured that in-house activities and activities in the community were maintained to significantly limit the effect of lockdown on children's progress.

The effectiveness of leaders and managers: outstanding

The registered manager is highly motivated and inspirational in her approach. She is committed to ensuring that the culture in the home is very child focused and that children, regardless of their starting points, make exceptional progress and have extremely positive experiences.

The registered manager is remarkably good at motivating staff in their professional development and confidence. She mentors staff to chair team meetings and to present development workshops to the rest of the team and across the wider organisation. There is an embedded culture of continuing development through training, to ensure that staff have the skills to support children to progress and

flourish. Training and development needs are a strong focus of supervision and in the twice-yearly carer performance reviews. Learning from research is strongly promoted and evidence was seen of staff implementing research successfully, for the benefit of children, during key-working sessions.

A key strength of the home is the promotion, by the manager, of highly effective multi-agency working, which has resulted in children progressing and developing extremely well from their baselines. The work undertaken is reported by professionals as being 'fantastic'. Some of the comments received from professionals during the inspection were:

'Since being at [name of home] it has been unbelievable.'

'The progress has been amazing at [name of home].'

'[Name of staff] has been really good. She has 'superpowers', but all staff are amazing.'

Supervision and team meetings are used very effectively and are tremendously supportive of the staff. Records evidence highly reflective practice. Supervision and effective communication through team meetings have been indispensable to the care of children at the home. As a result, staff have been able to ensure consistency of practice to the children, who at times present with very challenging behaviour because of their past traumas.

The manager has a deep understanding of the service and has highly effective processes for monitoring the standard of care and identifying areas for development. Feedback from professionals and staff is routinely collated to inform quality assurance. Reports demonstrate reflective analysis and evaluation of practice. Quality assurance reports are comprehensive, and the use of graphs clearly illustrates the positive outcomes and exceptional progress.

Case recording is excellent and is extremely child centered. Recording is key to good communication in ensuring consistency in the therapeutic approach to the care of children at the home.

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: SC357468

Provision sub-type: Children's home

Registered provider: Timeout Children's Homes Limited

Registered provider address: Unit 2, Mill Fold, Ripponden, Sowerby Bridge HX6 4DH

Responsible individual: Dominic Macauley

Registered manager: Sally Hawkridge

Inspector

Fiona Millns, Social Care Inspector

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