SC386057

Registered provider: Green View Young People Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private company. It provides care for up to two children who may experience social and emotional difficulties. One child was living in the home, and they were spoken with during the inspection.

The manager registered with Ofsted in December 2022.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience, and skills to carry out the role.

Inspection dates: 13 and 14 May 2025

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: 23 April 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection:
On 23 and 24 October 2024, Ofsted received two safeguarding notifications that alleged serious shortfalls relating to the safety and protection of children. On the 24 October 2024, Ofsted issued a notice suspending the service, because the allegation resulted in insufficient staffing to meet the needs of the child and no management oversight. Following a monitoring visit on the 7 January 2025, the suspension notice was ended on the 15 January 2025.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2024	Full	Outstanding
31/05/2023	Full	Outstanding
04/10/2022	Full	Good
22/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are building trusting relationships with the child. The child said, 'Staff are calm, they listen and are caring.' Staff understand the needs of the child and are skilled in choosing the best time to talk to the child about their needs and feelings. This has enabled the child to make progress and to talk about their emotions and well-being.

The child is making some educational progress. There is good communication and contact with the child's school and the staff encourage and incentivise the child's school attendance. The child understands their goals and has a positive view of their future. Therefore, the manager advocates for the child's educational needs and challenges others when necessary.

The child is confident that their views and wishes are important. There are processes in place to seek the child's views, and these are reflected in good quality and relevant key-work discussions. The child chooses to try a range of new experiences and activities, including go-karting, trips to the beach, theme parks and walks with staff. The child is happy in the company of staff.

Family is important to the child. The staff support the child to choose when they see their family, and this can range from day visits to overnight stays. Feedback from the child's family and professionals is very positive. One family member said, 'The staff are lovely, and I feel involved.'

The child has made progress with meeting their health needs. Staff have ensured that the child has access to medical professionals and are being prescribed the necessary medication. A comprehensive risk assessment supports the child to be able to self-administer their medication, and this is appropriate to their age.

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

Staff do not need to physically intervene to keep the child safe. The child's plans provide the staff with the guidance to reduce harm and safeguard the child. Staff use their skills to de-escalate situations and maintain positive relationships with the child. The child fully engages in a weekly counselling session that has been sourced and arranged by the provider. This has been a positive action that supports the child's mental health needs, and the child feels valued and heard.

The child's risk assessment is regularly reviewed and contains up to date information and practice guidance for staff. Staff understand how past experiences can affect the child. However, not all staff consistently understand their role in the management of risk for this child. On one occasion, the police were called to intervene in an incident. This puts the child at risk of criminalisation. The manager recognised that the police support was unjustified.

The child's missing-from-home plans are clear and detailed and direct staff to the right course of action. Staff understand the plans and are confident to support the child and keep them safe. Staff actively look for the child when they are missing and help them to return home safely. The child is welcomed back, and staff provide nurture and assurance that they are safe and well. Time is taken by the staff and other professionals to understand the missing-from-home incident and mitigate future risk. Staff also understand and support positive risk taking that is appropriate to the age of the child.

The child knows how to make a complaint. Guidance is detailed in documents, including the age-appropriate children's guide. The child trusts that staff will respond to them.

Safer recruitment checks are carried out. Interview questions explore the applicant's suitability for the role and appropriate employer references are obtained. However, on one occasion there was no evidence that the provider's process of reference verification was carried out.

The effectiveness of leaders and managers: good

The manager is a positive role model for the child and staff. She has high expectations of her staff and is visible and approachable. Staff have confidence in her leadership, support, and guidance. The manager ensures that the needs and wishes of the child are at the centre of staff practice. One member of staff said, 'I would recommend that this is a great place to work. It is amazing.'

The manager and staff work proactively and positively with other agencies and professionals. They continue to build effective working relationships with the child's family and social worker to achieve positive outcomes for the child. The manager is ambitious for the child in her care and secures support from external agencies when necessary to meet the child's needs.

Staff meetings are held regularly and there is a good attendance by the staff. The child is the focus of these meetings. The meetings support newly recruited staff to understand their role and responsibility and the expectations of the provider to fulfil their role. The manager regularly observes the practice of her staff and offers support and guidance to enable improved practice.

Staff supervisions are carried out regularly. Staff said that supervisions are 'helpful' to them, and that the manager is 'very supportive.' Staff training needs are reviewed in supervisions, and the manager ensures that training is sourced and attended by staff. However, the manager's auditing system has not assisted them in identifying gaps in training so as to ensure that staff knowledge and skills remain up to date.

The home is warm, homely, and welcoming with the decoration and furnishings being in good order. The child is included in discussions about improvements to the home and contributes to the development plans. The manager carries out audits of the home to ensure that quality is maintained. However, these were not up to date as per the

provider expectations. While the physical environment for the child is safe, fire safety is inconsistently managed, with fire doors being propped open. This compromises their function of preventing the spread of fire and smoke.

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

Statutory requirements

This section sets out the actions that the registered person 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 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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(b)) In particular, the registered person must ensure that staff know and understand the risks to the child and reduce unnecessary police involvement in managing the behaviour of the child. In particular, the registered person must ensure that the manager's monitoring of the home identifies and addresses hazards in the home, including fire doors being propped open.	30 September 2025

Recommendation

- The registered person should ensure that the recruitment, supervision, and performance management of staff safeguards children and minimises potential risks to them. The manager should ensure that when staff references are verified and the training certificates of staff are viewed, that this is documented in line with the providers procedures. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.1)

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: SC386057

Provision sub-type: Children's home

Registered provider: Green View Young People Limited

Responsible individual:

Registered manager: Emily Turner

Inspectors

Jo Cansfield, Social Care Inspector
Rachael Lewis, Social Care Inspector

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