

SC389698

Registered provider: Oracle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered for three children who require care, education and clinical support.

The registered manager left on 1 July 2021.

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: 21 to 22 July 2021

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 September 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/09/2019	Full	Good
27/09/2018	Full	Good
31/01/2018	Interim	Declined in effectiveness
27/06/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children continue to make good progress. All the children have lived at the home since 2018. They have trusting relationships with a staff team that supports children to maintain long-term placements. A social worker said, 'Behaviour has improved so much. The home has supported [the child] with engaging in therapy. I have seen lovely changes over the last year, not so defensive and now thinking of others.'

Staff have high aspirations for the children. They encourage and support them with their individual education packages. Two of the children attend the provider's school and one attended a local college. Education attendance is high. When difficulties arise, the staff work in partnership with education providers to ensure that attendance continues.

Children's meetings are held regularly to gain children's views on future activities and plans for the home. Children said that they enjoy the activities offered and are given support to continue with their individual interests and hobbies. During the recent COVID-19 lockdown periods, children enjoyed spending time with staff and going for walks.

Staff encourage independence skills, including cooking, laundry, and general housekeeping tasks. Learning vital future life skills helps children to achieve successful independent living.

Staff encourage children to maintain relationships with their family and friends. When people who are important to the children live far away, staff take the children to visit, in line with their care plans. Staff remain in the area, which provides reassurance to the children

The recommendation set at the last inspection has been met. Children now have their own email account for personal memories. Staff send photos and reminders of special moments to the child's account. This ensures that when the child moves on, they will have these memories to keep as part of their life story.

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

Children have good positive relationships with staff and feel safe living at the home. One child said, 'I like it here. Our staff are all lovely. Everything is good.'

When tensions arise between the children, staff intervene quickly in a nurturing way. They are successful in de-escalating any signs of conflict. This reduces the likelihood of children feeling bullied and helps to maintain a positive atmosphere at the home.

Detailed risk assessments provide staff with the necessary strategies to minimise potential dangers and protect children. These assessments are updated regularly and recognise improvements in behaviour.

Children receive sanctions for negative behaviour, and positive behaviour is rewarded. The sanctions are restorative in nature and are fair and proportionate. Rewards often include an activity, such as the child being taken to their favourite coffee shop.

There have been no incidents of children going missing from the home. All the children enjoy having free time in the community with their friends. They consistently keep in touch with staff and return at the agreed time. The work that staff do with children enables children to recognise risks and make responsible decisions.

Staff manage challenging behaviours extremely well. Physical interventions and measures of control have decreased. They are used infrequently, and only as a last resort. When physical interventions are used, staff gain the child's opinion about the incident. However, records do not evidence that staff are routinely debriefed following the intervention. This hinders effective monitoring of these incidents.

The effectiveness of leaders and managers: good

The previous manager registered with Ofsted in October 2020 and recently moved on after giving a period of notice. The manager was well respected by the staff and ran the home well. Presently, the home is managed by the deputy manager, who is being supported by a senior manager. Under these arrangements, the home continues to be well managed while the provider is in the process of recruitment.

The staff team has remained consistent with only one team member leaving. The staff are dedicated, and they demonstrate a good understanding of each child. They take pride in providing quality care to the children. The children benefit greatly from staff who are attuned to their needs and are happy in their roles.

Regular staff meetings and training sessions support the staff's work. Alongside these, staff receive regular formal supervision sessions and yearly appraisals. A requirement set at the last inspection has been met as staff have now achieved a relevant level 3 qualification within the required timescale.

The independent person visits monthly and provides a detailed report to make improvements. At the last inspection, a requirement was set as the independent person's reports did not consistently include consultation with the children, their parents and their social workers. This requirement has been met, and the views of children, parents and professionals are now regularly sought and included in the reports.

Over the Christmas period, the home suffered a flood due to extreme weather conditions. The provider responded promptly and made appropriate alternative

accommodation arrangements. The staff worked tirelessly to ensure that the children remained together and that their holiday celebrations continued. The home has now been refurbished and provides a comfortable and homely environment for the children.

All children receive a children's guide to the home on arrival. This is child friendly and provides details of the home and staff to enable the child to familiarise themselves. However, it does not include information on the daily routines at the home. This may cause confusion and anxiety to new children.

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 ensure that— within 48 hours of the use of any measure of control, they, or a person who is authorised by the registered person to do so ("the authorised person"), — have spoken to the user about the measure. (Regulation 35 (3)(b)(i))	30 August 2021

Recommendation

- The registered person should ensure that the home's children's guide helps the children to understand the daily routines at the home. ('Guide to the children's home regulations including the quality standards', page 24, paragraph 4.22)

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: SC389698

Provision sub-type: Children's home

Registered provider: Oracle Care Limited

Registered provider address: Suites 1 & 5, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: James Barlow

Registered manager: Post vacant

Inspector

Lynne Drage, Social Care Inspector

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