

SC417031

Registered provider: Pathways Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to care for four children or young people who may have social and emotional difficulties. The suitably qualified and experienced manager registered with Ofsted in 2012.

Inspection dates: 7 to 8 January 2020

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 **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 June 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2018	Full	Good
14/06/2017	Full	Good
24/01/2017	Interim	Improved effectiveness
19/07/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The overall practice in this home is based on good care principles. This helps the children to make good progress. The children build strong, trusting relationships with members of staff and respond well to the care they receive. Children come to see this home as their own and live there for a long time. The stability and security they experience helps their overall development.

Children attend school regularly. They make progress in learning and develop aspirations for their futures. Members of staff use their positive relationships with children to encourage them when they feel anxious about their abilities. This helps them to succeed.

The children who live here are healthy. Members of staff help children to attend routine and urgent appointments, including at the dentist. The children have important immunisations when these have been missed prior to coming to live at the home. This helps children learn the importance of looking after their physical health needs.

Children receive individual care that helps them to make progress. Members of staff work with a qualified, experienced professionals to support them in developing care plans to meet the needs of the children. In addition, children are able to access the psychologist service if needed.

The children take part in a range of enjoyable activities. These include school trips abroad, attend concerts and learning new skills such as horse riding. The children benefit from these experiences and as well as having fun, they improve their social skills. They learn that being in care is no barrier to them enjoying the same activities as other children. This is beneficial for their self-esteem.

Children take an active part in running the home. They make regular requests, for example about trips out and ideas for decorating their bedrooms. Requests are acted on where appropriate. Children respond to this approach by writing cards for staff, to say thank you. Children learn that they have a voice and that their views count. This is good for their self-worth.

Members of staff have developed positive relationships with children's family members. Many are welcomed into the home, including to celebrate significant events. Children see that their families trust members of staff. This helps children to feel settled and to have confidence in their carers. Ongoing positive contact with members of their family supports their sense of identity.

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

Children state they feel safe and are helped to stay safe in this home. Children know that their carers worry about them and protect them when necessary. Members of staff have a good understanding of the risks that children face. They talk to children about

possible harm. Risk management plans are developed with children when this is appropriate. The children respond very well to this work and are safer as a result.

Children rarely go missing from the home. When children do go missing, members of staff follow all procedures closely. This means that children can be found quickly and the reasons for them being missing are understood. Some children have a history of involvement in risk-taking behaviours. These risk-taking behaviours are reducing since they moved into the home. This is evidence of progress from the children's starting points.

Children are helped to become safe through their positive relationships with their carers, through education and developing improved self-esteem. Children have access to mobile phones and can go out with friends. They learn to be safe while engaging in appropriate activities for children of their age.

Members of staff use their positive relationships with children to encourage good behaviour. Physical intervention is rarely used. Members of staff are consistent about how they expect children to behave. Children respond well to these expectations. The atmosphere in the home is very relaxed. This was commented on by family members and professionals during the inspection. Children are growing up in a home that is calm and settled and where positive relationships are the encouraged and promoted.

The effectiveness of leaders and managers: outstanding

Managers are passionate about the children, their well-being and their progress. They encourage an ethos of aspiration and achievement for all the children. Because of the approach of managers, members of staff help children to develop high expectations for themselves. For many children, this is the first time they have felt positive about what they can achieve.

Managers act as role models for staff and children. They are readily available to members of staff for advice and support. Managers listen to and respect the views of the staff team. Because of this, children are cared for by staff who feel valued and are invested in the home. Staff turnover is extremely low. Children are growing up in the care of the same staff team, which helps them to feel secure.

Managers understand the progress that children make. They use this knowledge to ensure that children receive the level of care they need when they need it. Managers challenge professionals from partner agencies who do not appear to act in the best interests of the children. Because professionals value the work of the staff team, they respond promptly. As a result, children make progress in all areas of their development.

Managers have introduced new ways of understanding the issues that matter most to children by listening to their views on a range of subjects. As a result, children develop significant confidence in their carers and begin to realise their potential to influence and change their lives.

Managers use effective risk assessments when making decisions about children coming to live at the home. They prioritise the needs of children already living in the home. Managers evaluate whether members of staff have the skills needed to care for new and current children. As a result, children live together successfully and stay in the home for a long time.

Managers ensure that members of staff are highly skilled. Staff members have considerable previous experience of looking after vulnerable children. All staff are appropriately qualified. Members of staff undertake a wide range of training to inform the quality of care they provide. Managers address any performance issues swiftly. As a result, children are looked after by carers who understand and meet their needs extremely well.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC417031

Provision sub-type: Children's home

Registered provider: Pathways Care Group Limited

Registered provider address: Minton Place, Victoria Street, Windsor, Berkshire
SL4 1EG

Responsible individual: Lisa Deane

Registered manager: David Grayson

Inspector

Jane Titley: Social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020