

SC424897

Registered provider: Clover Childcare Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to seven children. The home offers therapeutic care to children with complex health needs and children who may have experienced social and emotional difficulties. Children may have a history of insecure attachments and may have experienced the breakdown of numerous placements in foster care or children's homes.

The provider operates an on-site school, which is registered with the Department for Education. The inspector only inspected the social care provision at this setting.

The manager registered with Ofsted in December 2022.

At the time of the inspection, six children were living at the home.

Inspection dates: 4 and 5 February 2025

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: 27 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2024	Full	Good
01/02/2023	Full	Good
09/06/2021	Full	Outstanding
06/02/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, four children have moved on from the home and four children have moved into the home. One child lives in another building in the grounds, which is part of the registered home. This child has been settled there for several years. Two other children have lived at the home for two years. All children living at the home contributed to the inspection.

Children receive high-quality care and make exceptional progress at this home. One social worker said, 'The child is doing incredibly well. They are a completely different child to the one they were a year ago.' Another social worker said their child's all-round progress has been 'absolutely fantastic'.

Staff provide children with a strong sense of security and stability. Staff help children by implementing clear routines and consistent boundaries. Before moving into the home, one child's living arrangements had been changed several times. The child's needs had challenged other providers. However, at this home, staff have provided bespoke support to enable the child to settle and thrive.

All six children are attending school full time at the on-site provision. Before living at the home, most children had been out of education for long periods of time. Staff are highly resourceful and find creative ways to support children's enthusiasm for learning. Children take part in new experiences as part of a varied curriculum. This includes going bouldering and going on sailing trips, supported by staff. Staff have excellent levels of communication with school staff, which ensures that a unified approach to supporting children is maintained. As a result, all children are now making notable academic progress from their starting points.

Some children have additional health needs. Staff carefully consider these needs with other professionals to ensure that children receive the best possible care. One child, who had not been to the dentist or hairdresser for many years, was helped by staff in creative ways to attend these appointments for the first time.

Children's positive emotional well-being is a high priority for staff. Staff have advocated for children to receive the right mental health support at the right time. One child has made progress to the extent that they no longer require support from child and adolescent mental health services. This is despite them initially having significant needs and requiring additional support.

All children lead highly active and healthy lifestyles. They are provided with an excellent range of experiences and spend meaningful time together in the community, at the beach and at local youth clubs. Some children have been to circus events and attend football games across the country. Children have been on a week-long holiday to a caravan park and have made happy memories with friends.

Staff have provided exceptional support for one child. Previously, this child spent a large amount of time in their room and suffered from high levels of anxiety. Because of staff's tailored support, this child is now confident and flourishing socially.

The manager and staff are extremely committed to helping children to spend time with their families. One child had not seen their parent in over four years. The manager and staff's sensitive and unwavering support for the child has enabled them to slowly rebuild this family connection. The child's social worker said that this achievement was 'the most incredible thing staff have achieved for them'. Other children are helped to spend quality time with their families.

Staff meticulously document children's experiences, achievements and memories through a range of high-quality memorabilia. Staff regularly review these documents with children to help them think about their experiences and successes. Children cherish these special memories and records and are proud of their accomplishments.

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

Children are making substantial social and emotional progress. Children are helped to understand their lived experiences through a variety of approaches, including therapeutic play sessions and life-story work. These approaches are purposeful and help children to make sense of their identity. A social worker highlighted that staff's excellent-quality reparative work with a child has greatly improved the child's personal insight into their past experiences and emotions.

The manager and staff work in accordance with a bespoke model of care to help them provide exceptional care to children. This model is supported by an independent specialist practitioner, who provides additional training and oversight to staff. Staff also receive comprehensive guidance from a clinical psychologist and a psychiatrist. Staff are dedicated to reflecting on and improving their practice to provide the best outcomes for children.

Children's risks reduce because of the progress they make at the home. Since the last inspection, no children have gone missing from the home. There is a high level of supervision for children, which is suitable to their age and developmental needs. Children learn about risks in helpful ways. For example, staff help children to explore the local area to understand potential hazards. This increases their understanding of their personal safety in the local community.

Children have needed to be physically held to keep themselves safe. These incidents have been necessary and proportionate. Children acknowledge staff's therapeutic approaches and reflect on their behaviours and feelings. When one child moved into the home, they needed to be physically held frequently. However, over time, this need has significantly reduced as the child now feels safer.

Staff help children to explore new ways of managing their emotions. When children receive consequences, these are proportionate and restorative in design. The manager implements a high level of scrutiny and monitoring to ensure children are receiving optimum responses from staff. Staff are highly skilled at working with children to help them learn about safer choices. Over time, children require less support from staff because they develop effective strategies to manage their feelings.

The effectiveness of leaders and managers: outstanding

The home is managed by a confident and highly motivated registered manager. The manager champions the therapeutic model of care adopted at the home and ensures this is woven seamlessly into staff's practice. She is supported by a competent deputy manager and is working towards a relevant leadership qualification.

Aspirations and expectations for children are extremely high at this home. Leaders and managers inspire staff to support children to achieve their best outcomes.

Leaders and managers are committed to developing the care provided and prioritise continuous improvements. There are strong and established networks with managers and staff from other homes in the organisation. Specialist workshops are attended by managers to develop their learning around best practice. The manager utilises a wide range of feedback from professionals and external independent monitoring to successfully influence improvements in children's care.

Staff said they feel extremely well supported by leaders and managers. Staff receive regular, high-quality supervisions. These are detailed, and cover relevant topics to explore staff's learning and children's needs.

Staff receive a wide range of training to equip them with the skills they need to meet children's individual needs. This includes bespoke training in line with the therapeutic model of care adopted at the home. Staff said this training is instrumental in helping them to think about how they meet children's needs and provide exceptional care.

Leaders and managers work closely with children's social workers to help develop plans that are right for children. Social workers and other professionals were positive about the levels of communication with staff and the strength of collaborative working. This has ensured that children's complex needs are being met.

Two staff have not achieved a relevant qualification within the required time frame. This is because of issues with a training provider, which are outside of the manager's and staff's control. Despite this, leaders and managers are monitoring and resolving these issues effectively to ensure there is timely completion for these staff.

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: SC424897

Provision sub-type: Children's home

Registered provider: Clover Childcare Services Limited

Responsible individual: Anna Allen

Registered manager: Katie O'Malley

Inspector

Rebecca Hannell, Social Care Inspector

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