

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 who have complex health needs and/or who have previously experienced difficulties while living in social care settings. 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 manager registered in February 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: 9 to 10 June 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	good
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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: 6 February 2020

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2020	Full	Outstanding
18/12/2018	Full	Outstanding
28/11/2017	Full	Outstanding
27/03/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children make exceptional progress. The staff team is highly committed, dynamic and ambitious. The staff understand the children's individual needs, and this enables the children to make excellent progress. Children's quality of life and future opportunities are enhanced because of their experiences at the home.

The managers and the staff use embedded research-based practice to inform their work with the children. This therapeutic approach provides the children with highly nurturing care. The staff make excellent use of life-story work to help the children to understand their backgrounds.

One child made positive changes that meant a quick return to their family home. The staff worked with the child's family using the home's therapeutic approach. This was instrumental in bringing about this successful family reunion.

All the children make notable progress in their education from their starting points. The staff maintain very close links with the school. Good links with the school help to make sure that the children can get the most from their education. The staff support the children at school and ensure that there is scheduled time for them to help the children with homework. When a child's education placement was at risk of breaking down, the manager tenaciously advocated for the child and worked with external professionals to find an alternative school.

During the COVID-19 pandemic, the staff have provided the children with a wide range of opportunities, despite the lockdown restrictions. Long bike rides, trips to the beach and holidays at a caravan park have provided the children with meaningful and exciting activities. Children's interests and talents are nurtured. The children make significant progress through individually tailored independence plans. One child helps with maintenance work in the home. These experiences actively support the children to develop positive self-belief and improved self-esteem.

The children's views are central to the day-to-day running of the home. The staff have created an innovative newsletter with children that captures their opinions and wishes in an accessible way. The staff consistently ask the children for their views during meetings and general conversations. This approach helps the children to express themselves and make informed choices about their care.

The management team considers the combined group of children carefully. Effective group compatibility assessments are completed, and link to incredibly well-planned transitions. As a result, children move in and enjoy a very warm welcome.

Children benefit from having a spacious and nurturing home which is decorated and furnished to an excellent standard. High-quality professional photos are taken of the

children and displayed at the home. This helps the children to develop a strong sense of belonging and build important memories. Children say that they are extremely happy. One child said, 'I love this place, the activities are brilliant, and the staff are amazing, they really understand me.'

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

Children say that they feel safe because of the strong relationships they have with the staff. The children have excellent relationships with the staff, based on respect and trust. These relationships help the children to feel confident about engaging in open and honest communication. The staff are highly skilled in implementing responsive key-worker sessions that support the children to manage their emotions. This has included supporting a child through a family bereavement. The implementation of therapeutically informed key-work sessions supports the children to develop a strong sense of security and stability.

The children rarely engage in risk-taking behaviour. The children benefit from the range of enriching programmes that are offered. This proactive strategy stimulates the children and minimises difficult incidents and risks. Consequently, since the last inspection, there have been no instances of children going missing from the home and no concerns about exploitation.

The staff actively encourage children to think about their safety. Children are included in reviewing the home's location risk assessment so that their views on risks are incorporated. The staff and children have a good relationship with a local community police officer who regularly visits the home and provides a positive influence. Children are inspired to develop their knowledge and understanding to keep themselves safe, and are protected from potential risks in the community.

Risk assessments are comprehensive. The staff understand and implement these consistently. Children benefit from having clear boundaries and good behaviour management plans. The children's emotional resilience is enhanced, and they begin to manage their feelings successfully, which reduces disruptive behaviour.

The staff are fully aware of their safeguarding responsibilities and they have comprehensive knowledge of the whistle-blowing procedures. The staff regularly reflect on their knowledge and development during practice-based/practice-related meetings and supervisions. The depth of staff's knowledge is continuously reflected on through practice-based meetings and supervisions. When allegations have been made, they have been very well managed. The implementation of safeguarding policies is effective and provides assurance that there are established systems in place to safeguard the children.

The effectiveness of leaders and managers: good

A well-established, inspirational and suitably qualified team of managers leads the staff team. The management team's enthusiasm is reflected in the motivation of the

staff team to provide highly effective, consistent child-centred care. Consequently, children benefit from having support that enables them to progress and excel.

The staff and management teams have sustained positive relationships with parents and professionals. The feedback from professionals is unanimously good regarding the quality of care provided and the effectiveness of communication.

The staff are encouraged to develop their skills and strengths through added responsibilities. One staff member has improved the children's newsletter in a way that captures children's imagination and reflects their views and successes. Another staff member has developed a cycling proficiency checklist during the COVID-19 pandemic. This proficiency assessment has resulted in a child being able to learn how to ride a bicycle for the first time and share this experience with peers. These initiatives benefit the children and give them an enhanced sense of pride and achievement.

Staff feel well supported by managers. A newly devised staff promotion scheme has been introduced which supports the staff's continuous development growth. New staff have very effective inductions to help them begin to work with the children. Regular supervision, effective appraisals and highly bespoke training equip the staff with the skills to meet the individual needs of children.

Staff team meetings are regular and well attended. The home's consultant psychiatrist provides ongoing support for staff and enables child-focused and reflective discussions. The psychiatrist guidance assists staff in giving the children practical support that is in line with the home's therapeutic model. This therapeutic approach provides excellent outcomes for children.

The independent visitor's external monitoring could be improved. During remote visits, the visitor has not included regular consultation with families and placing authorities. The manager has not identified these shortfalls. The lack of feedback reduces the overall effectiveness of an otherwise strong range of quality assurance measures.

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
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (2)(a))	5 July 2021

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: Daniel Knight

Registered manager: Donna Moore

Inspector

Mark Anderton, Social Care Inspector

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