

SC467115

Registered provider: Plus One South West Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care and accommodation for up to two children who may have social, emotional or learning difficulties. At the time of this visit, one child was living at the home.

The manager of the home was registered by Ofsted in October 2022.

Inspection dates: 18 and 19 October 2023

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: 8 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2023	Full	Good
24/03/2022	Interim	Improved effectiveness
05/05/2021	Full	Requires improvement to be good
06/08/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child living in the home continues to flourish. They are making further progress in all aspects of their life. The child enjoys living in the home and has built solid relationships with staff. Staff invest time in the child. They promote the child's well-being and support the child to achieve their aspirations.

Staff have supported the child to gain a wealth of independent living skills. The child budgets for the week, cooks all their own meals and does their laundry. The child also successfully applied and secured a job for themselves, which has increased their independence and enabled the child to form new friendships with peers.

Staff are supporting the child to achieve their goal of securing a place at college and undertaking a course that reflects their strong interests. Staff are ambitious for the child and are encouraging the child to do well in their GCSEs, so they can develop their talents and succeed.

The child enjoys spending quality time with their friends. Staff recognise the importance of the child building up a network of support for when they leave the home and move into adulthood. Staff encourage the child to take every opportunity to ensure that meaningful contact is maintained with family members, and help them understand the importance of rebuilding healthy relationships with their loved ones. The child uses public transport independently to visit friends and family as they desire.

The home is welcoming and has a homely feel. The child benefits from a home that is well maintained, clean and spacious. The home has been personalised by the child and rooms in the house reflect their interests and hobbies.

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

The child feels safe living in the home. Staff know the child well and what support the child needs to be kept safe and protected from harm. There have been no safeguarding concerns, no occasions where the child has gone missing, and restraint has never been used.

Staff have formed trusted and secure relationships with the child. The child can talk with staff openly about sensitive matters and share with staff their concerns. Staff listen to the child and respond appropriately. They take action to alleviate the child's fears and bring about a resolution. Staff also praise the child for sharing their worries and talking them through.

Staff set clear boundaries to help keep the child safe. Staff support the child to take age-appropriate risks to enhance their continuous development. On the rare occasion when incidents arise, staff support the child to manage their behaviour.

safely, while understanding that they also need time and space alone to manage their own feelings and keep themselves safe. Following any incidents, staff spend time talking with the child, ensuring that they know what acceptable and safe behaviour is. Staff also use this time to gain an understanding of how the child felt and why, to minimise the chance of the incident happening again in the future.

Staff understand the child's risks. Individual risk assessments are reviewed and reflect the child's vulnerabilities. Guidance supports staff to know what action to take to minimise the risk to the child and protect them from harm.

The effectiveness of leaders and managers: good

The caring, suitably qualified registered manager has developed a culture in the home that encourages the child to grow and experience positive outcomes. All staff share the same vision and work hard to ensure that the child is supported and encouraged to make great progress in all aspects of their life. One family member remarked that the child has come on leaps and bounds and staff have helped the child to gain so much independence.

The home is fully staffed by a permanent and stable staff team that knows the child well. All staff are well trained and qualified. Staff provide high-quality care to meet the child's needs. Managers and staff receive effective supervision that focuses on the child's plans and experiences alongside the staff's own well-being and development.

Records clearly depict the child's everyday life and comprehensively identify the child's needs. They offer praise, highlight the child's achievements and show the progress the child is making towards their future. The child is supported to be involved in all decisions about the care and support they receive. The child is clear about what they want to achieve and aspire towards. Leaders, the manager and staff share the child's aspirations and support the child to accomplish their goals.

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: SC467115

Provision sub-type: Children's home

Registered provider: Plus One South West Limited

Registered provider address: The Mount, 21 High Street, Wellington, Somerset
TA21 8QT

Responsible individual: Linda El Gilany

Registered manager: Ana de Lamo Galletero

Inspector

Gary Turney, Social Care Inspector

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