

SC486165

Registered provider: Good Foundations Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This private children's home provides care and accommodation for four children or young people who have social and/or emotional difficulties, and who may have special educational needs.

The registered manager has been registered since June 2019.

Inspection dates: 2 to 3 March 2020

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: 5 December 2018

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2018	Full	Good
03/10/2017	Full	Good
21/02/2017	Interim	Sustained effectiveness
17/08/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children and young people are thriving in this warm, caring and nurturing environment. One young person said that this was their [name of children's home] family, and that this was home. One social worker said they wished that they had more children living here.

The quality of care provided by staff is nurturing, responsive and focused on helping children and young people to achieve stability in their lives. Change is supported step by step, and at the child or young person's pace and ability. This approach allows them to develop confidence, while building self-esteem and trust in adults.

Moves in and out of the home are carefully and sensitively planned to meet the needs of each child and young person. Staff acknowledge that this can be difficult for the children and young people when their friends move on. In these circumstances, staff acknowledge this and put things into place to support them.

Education is given a high priority. Most children and young people are engaging well with their educational placements and are making steady and sustained progress. One young person is not currently in formal employment, education or skills training. However, they are engaging well with a range of educational activities within the home, which is helping to rebuild their confidence and self-esteem.

Staff monitor the children and young people's health, and provide the necessary support to ensure that routine appointments and checks are up to date. This ensures that their health needs are met.

The atmosphere in the home is very warm and calm, and social interaction is friendly and fun. Children and young people enjoy a variety of activities such as going to local parks, cinemas, bowling and playing board games with staff and others.

Consultation with children and young people is a strength of the service. Their input is actively sought in all aspects of the work undertaken. Children and young people said that they value this and feel listened to.

Children and young people have regular opportunities to see those people who are important to them. Arrangements for seeing family and friends are managed sensitively. Children and young people enjoy going to their friends' homes to play.

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

The children and young people told the inspector that they feel safe living at the home. They know that they can talk to staff if they have any concerns or worries. Children and young people benefit from the high levels of support and supervision that are provided by a staff team that is trained in all aspects of safeguarding.

Staff are knowledgeable and confident about implementing the home's safeguarding policies and procedures, and take a highly proactive approach to ensuring children and young people's safety. However, on one occasion the staff did not ensure transparency in relation to a safeguarding concern. This was because the home's records do not demonstrate the action taken by staff and the reasons for not escalating a concern.

Episodes of children and young people being missing from care have dramatically declined in number. This is partly due to one young person moving out of the home. A young person said that they no longer feel the need to go missing as they have people that they can talk to, and that 'staff just get the real me'.

Children and young people live in a family-style home. The home is decorated to a high standard, and each child or young person's bedroom reflects their unique personality and interests. Children and young people are proud of their personal space.

Staff have a calming influence when children and young people become anxious or struggle to manage their behaviour. Behaviour management plans have useful de-escalation strategies that support children and young people. Children and young people agree to the consequences given.

Consequences are proportionate and not punitive. It was pleasing to see that the rewards for good behaviour outnumbered the consequences for negative behaviour. As a result, young people are increasing in confidence and self-esteem, and have greater belief in their own abilities.

There are numerous cigarette stubs around the garden and the receptacle for putting these in is full. There are shards of broken glass caught in between the decking boards. These issues are not promoting the health, safety and well-being of the children and young people.

The effectiveness of leaders and managers: good

The home is led by a qualified and experienced registered manager. She is also the manager of another four-bed home that is owned by the company. The registered manager is supported well by her two deputy managers. They are all focused on improving outcomes for the children and young people, and ensuring their well-being.

Effective staffing arrangements ensure that there are enough suitable, experienced and qualified staff available to meet the children and young people's needs. Staff work together well. They are passionate about what they do and provide children and young people with good levels of care and support. Ultimately, children and young people are making progress in all aspects of their lives.

The registered manager is very aware of the strengths and areas of development for the home. Staff now have more opportunities to discuss pertinent issues during one-to-one supervision sessions and at team meetings. Staff said that they receive good levels of support from the registered manager and deputies, and that the training opportunities have improved.

Reports from the independent person have improved and are helping the registered manager to identify areas for further development. The registered manager's monitoring of the home is good, but would benefit from taking into account the opinions and feedback of children and young people, to enable her to identify what has changed.

A key strength of the setting is the manager and staff's commitment to challenging other professionals when they feel a child or young person is not receiving the correct levels of care and support that they need in order to achieve personal goals. Social workers commented on the professionalism and compassion of staff and their dedication to helping children and young people feel happy and safe.

Overall, the quality of record-keeping is good. However, there are some records, such as healthcare plans, records of return home interviews and key-worker records, that would benefit from including more detail and identifying the next steps for the child or young person. There have been some concerns raised by a neighbour in relation to parked cars. This has been dealt with appropriately but has not been entered into the complaints record.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12(1)(2)(a)(vi))	17/04/2020
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39(3))	17/04/2020
In order to complete a quality of care review, the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45(2)(b))	17/04/2020

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with the relevant health and safety legislation ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9). In particular, the home should ensure that the garden is a safe place for the children and young people.
- Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Information about the child should always be recorded in a way that will be helpful to the child. The home's records on each child represent a significant contribution to their life history ('Guide to the children's homes regulations including the quality standards', page 15, paragraphs 14.4 and 14.5). In particular, ensure that the

children and young people's healthcare plans, keyworker reports and return home interviews are detailed and demonstrate the outcomes and next steps for children and young people.

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: SC486165

Provision sub-type: Children's home

Registered provider: Good Foundations Limited

Registered provider address: 6 Tower Quays, Tower Road, Birkenhead,
Merseyside CH41 1BP

Responsible individual: Andrew Mannix

Registered manager: Jennifer Healy

Inspector

Chris Scully, Social Care Inspector

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