

SC490364

Registered provider: Blue Mountain Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to five children who experience social and emotional difficulties. There were four children living in the home at the time of the inspection.

There has been no registered manager since June 2022. An acting manager has been in post since June 2022. They have not yet submitted their application to register with Ofsted.

Inspection dates: 12 and 13 July 2023

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 **requires improvement to be good**

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

Date of last inspection: 7 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/06/2022	Full	Good
08/03/2022	Full	Requires improvement to be good
05/02/2020	Full	Outstanding
06/02/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children's overall experiences and progress are good. One child's social worker said, 'The child is very secure in her relationships, and she is making good progress in line with her own specific needs.' Another external professional commented, 'The manager is very focused on improving overall outcomes for children in their care.'

Staff support children to reach their goals in line with their relevant plans, which may include rehabilitation back to family or important people or working towards independence. Staff work effectively with other professionals to support children to achieve good outcomes.

The home is a welcoming and friendly environment. Children's bedrooms are personalised and reflect their interests, hobbies and tastes. Photos of the children are displayed around the home, which adds to the homely feel. When issues are raised about repairs and maintenance, these are quickly addressed.

Staff recognise the value of continued family relationships for children. They support children to spend time with family and other people who are important to them. This helps children maintain important family relationships and promotes their identity.

Staff and children have built positive relationships. The manager and staff show a thorough understanding of children's personalities and changing needs. The manager writes to the children individually about the progress they have made and celebrates this. This helps children feel valued because they are supported by adults who know them well.

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

The staff keep children safe because they understand and implement in care practice children's individual risk assessments and behaviour support plans. Children's risk assessments and plans include known behavioural triggers and information about how best to support children, especially when they are struggling to manage their feelings and emotions. This helps staff understand how to help keep children safe.

The manager ensures there is prompt and effective investigation of any complaints or allegations made by children. The manager notifies all relevant professionals and takes any action required to safeguard children. The manager responds in writing to children, showing empathy and compassion. This helps children feel listened to. A social worker said regarding an allegation, 'I felt this was managed well by the manager and appropriate steps and actions were taken.'

The staff undertake regular individual key-work sessions with children. These discussions have a focus on any current issues and areas of support identified for

children. For example, when a child refused to take part in a fire drill, staff discussed with them how to keep safe. Additional support has been put in place to ensure children evacuate safely in the event of an emergency. Discussions focus on what matters to children or what they may be worried about.

Staff support children to develop a greater understanding of how to keep themselves safe. This learning is undertaken using worksheets exploring real life scenarios. This support extends to supporting children to develop independence skills and helps prepare them for adulthood.

Medication is stored safely. The manager has put a new system in place to ensure medication is checked and recording is clear.

The effectiveness of leaders and managers: requires improvement to be good

There has been no registered manager at the home since June 2022. The acting manager intends to apply for registration. However, there has been a significant delay in Ofsted receiving this application, and this needs to be addressed.

Staff are not supported to develop their skills and knowledge through training. For example, key learning that is relevant to the children's needs is not provided to staff. This does not ensure that staff have all the necessary skills to support children's individual and complex needs. Staff are receiving training relating to the home's preferred model of practice, however, this is not yet embedded.

Staff feel supported by the managers. One member of staff said, 'The manager is a fantastic manager who listens, and supports everyone.' Supervision is not prioritised, and some staff do not always feel it is needed as they talk openly as a team every day. There is a waking night vacancy which is impacting on day staff who are having to cover this vacancy. The manager recognises the impact this has on the team, and recruitment is ongoing.

Team meetings are an effective forum to share information and coordinate approaches to the care of the children. Staff are encouraged to link the care they provide to children with the relevant regulations. This ensures staff have the knowledge and understanding to provide good care for children.

The manager is reflective about the care provided to children by staff and is keen to implement changes where areas for improvement are identified. The manager inspires staff to help children achieve their full potential.

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, The 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 registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a)) This specifically refers to there being no registered manager since June 2022.	7 September 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)) This relates to ensuring that staff have completed all mandatory training and additional training that is specific to children's individual needs. Training in relation to the	7 September 2023

home's preferred model of practice requires further embedding with staff. This also relates to ensuring the home is properly staffed, particularly with night waking staff, to reduce the impact on core staff working split waking night shifts. This also refers to staff being provided with regular supervision.	
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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: SC490364

Provision sub-type: Children's home

Registered provider: Blue Mountain Homes Ltd

Registered provider address: Unit 20-21, Pullman Business Court, Mallard Way, Pride Park, Derby DE24 8GX

Responsible individual: Pradeep Manaktala

Registered manager: Post vacant

Inspector

Kathryn Hurley, Social Care Inspector

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Piccadilly Gate
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