

# 1159903

Registered provider: Holistic Approach Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care and accommodation for up to five young people who may have emotional and/or behavioural difficulties and/or learning disabilities. The home is privately owned.

**Inspection dates:** 13 to 14 December 2017

**Overall experiences and progress of children and young people, taking into account** **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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:** 23 February 2017

**Overall judgement at last inspection:** Sustained effectiveness

**Enforcement action since last inspection:**

None

## Key findings from this inspection

This children's home is outstanding because:

- Young people are extremely well supported and the care that they receive is making a positive difference to their lives.
- Care planning and practice is highly individual to meet the needs of the young people.
- Young people's needs in relation to personal identity, age and gender are positively addressed. Staff value diversity and individuality.
- Careful consideration is given to the compatibility of young people's placements. The home only provides care to those young people whose assessed needs it can meet.
- Transitions to and from the home are extremely well supported.
- Specialist help is available according to the individual needs of each young person.
- The experience of living in the home enhances the lives of the young people.
- Young people have a strong sense of safety and well-being.
- Highly effective working relationships with other agencies ensure the best possible care and experiences for young people.
- The manager makes use of rigorous monitoring activities to continually evaluate the quality of care practice in the home.

The children's home's areas for development:

- The manager must ensure that the night staff hold a relevant childcare qualification.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/02/2017	Interim	Sustained effectiveness
17/10/2016	Full	Good

## 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 registered person should ensure that an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma.(Regulation 32(a)(b))	28/02/2018

### Inspection judgements

#### Overall experiences and progress of children and young people: outstanding

Young people benefit from high-quality care provided by a fully committed staff team that has high aspirations for them. Young people are extremely well supported and the care that they receive is making a positive difference to their lives. Young people build strong and trusting relationships with staff who listen to them and invest time in them. Staff are extremely nurturing and work to a model of positive parenting. A social worker said, 'I have nothing but high praise... [Name] left with lots of skills for the real world. Staff continued to support her when she left, they were her family in her eyes... communication is brilliant I couldn't wish for better.'

Young people develop a real sense of permanence and belonging. For example, until recently, two young people had lived at the home for seven years. One of the young people continues to visit the home regularly, and the staff are supporting her with her university application. The young person said, 'If I had a chance, I'd still be here. The support is the best thing. They are like my family. I used to say I hated it, but I didn't.' A parent confirmed in a questionnaire, '[name] was well looked after. Staff are very helpful and caring at all times. As far as I'm concerned, there are no areas for improvement. I would like to thank all the staff for all the work they have put in.'

Staff are excellent role models and provide young people with a high level of support and encouragement. This increases young people's feelings of self-worth, builds emotional resilience and enables them to talk about issues that cause them anxiety and stress. Consequently, their behaviour improves, which is a marked development, particularly for those who have recently moved into the home.

The manager undertakes a detailed impact risk assessment prior to any new admission to the home to ensure that young people are appropriately matched with those already living in the home. This means that the home only provides care to those young people whose assessed needs it can meet. One young person is preparing to move back to their family home. The staff are working collaboratively with the parents and social worker to assist with the transition plan. Staff have provided lots of support and reassurance to the parents in relation to managing their child's challenging behaviour. A parent said, 'Everything is going well... They [staff] are always here if I need them. I couldn't ask for a better home.' A placing social worker said, '[name] is going through a big change with the move back home. The staff are working with the local authority, parents and [name of young person] to facilitate this. [Name of the home] has been brilliant in supporting mum and dad with behaviour management strategies... I'm really pleased, they go above and beyond.'

Staff promote healthy lifestyles. Young people are encouraged to eat a healthy and well-balanced diet. Some young people enjoy exercise, including swimming, walking and going to the gym. Good links with specialist support such as mental health services, drug and alcohol services, and the looked after children's nurse, ensure a multi-agency approach to addressing young people's physical and emotional health and well-being. There is a strong emphasis on respecting young people's individual identity, and staff empower individual young people to explore this. Young people are provided with excellent support in relation to their individual lifestyle choices. Consequently, they experience care that is sensitive to their gender identity and sexual orientation. A placing social worker said, 'For [name], identity is a big thing and this placement has allowed [name] to explore this. They have kept him safe to do this.'

Staff promote young people's education well. All young people are engaged in education, and some have made considerable progress in completing a number of national qualifications. Staff have supported other young people to access more vocational courses that are more suitable to their needs. Staff work closely with educational professionals to ensure that young people are well supported and that any barriers to their learning are challenged.

Regular house meetings and key-work sessions enable the young people to contribute their views and influence decisions made in the home. Their views and those of parents and professionals are regularly sought in order to improve practice in the home.

The staff have a very good understanding of evidence-based research, specifically pro-social modelling and attachment and loss theory. This informs their practice and ensures that young people make progress in all areas of their lives.

Young people are encouraged to engage in purposeful activities according to their individual interests and hobbies. Trips to the caravan are a regular feature, as well as theatre trips. For example, one young person has a keen interest in musical theatre and has visited London to see a number of shows. Young people also enjoy spending time with their family and friends. One young person took part in the National Citizenship programme during the summer holidays and enjoyed two residential trips. This enabled him to try new experiences, improve his self-esteem and build confidence in his own abilities.

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

Proactive safeguarding practices contribute significantly to young people's strong sense of safety and well-being. Detailed risk assessments identify the risks for each young person dependent on their risk-taking behaviours. During the house meetings, young people and staff discuss the expectations of living together. This encourages the young people to interact positively with each other and improve relationships in the home.

Young people are extremely settled in the home. Those who have a history of self-injurious behaviour show a significant reduction in this behaviour as they begin to feel more secure. There have been two incidents of restraint relating to one young person since the last inspection. The young person had been told he was moving on; however, the move did not progress at the pace he wanted it to. This led to an increase in his challenging behaviour in order to try and break down the placement. The young person was moved in line with his wishes and feelings.

Staff place the safety and well-being of young people at the centre of their practice. Young people come to the home with some very high risk-taking behaviour, including going missing. The risks for most young people diminish as they learn how to keep themselves safe. However, despite the best efforts of staff, a young person who moved to the home in April 2017 continued to place herself at risk when missing from the home. She was supported to move to a safer placement which was more suitable to her needs.

Relationships with the local police are well developed and focused on the needs of the young people. The local Madison officer said, 'Communication and links between us are excellent... they share information with us about young people, so we know exactly what risks we've got. They are very open.' Another officer commented in a questionnaire, 'The home always has the young people's well-being at the forefront and acts on indicators that there could be something wrong. Myself and the staff have an excellent relationship, sharing intelligence and information where necessary.'

Positive behaviour is consistently promoted. There is a strong emphasis on the use of rewards and praise. Young people are clear about the rules and expectations of behaviour. Staff are well trained in behaviour management and use their skills and experience to good effect to support young people with their emotions. As a result, young people's behaviour has significantly improved, and very few sanctions have been required.

## **The effectiveness of leaders and managers: outstanding**

The registered manager has worked in the home since 2002 and is very experienced and well qualified. She is committed to delivering high-quality childcare, as well as achieving excellent outcomes for young people. She is well supported by experienced leaders who share her aspirations for young people. Leaders and managers can demonstrate the positive impact that living at the home is having on the lives of young people.

The registered manager and staff work proactively and positively with parents, social workers, and other professionals to achieve the best possible outcomes and experiences

for all young people. Parents and professionals are extremely positive about the quality of care provided by the manager and her staff team. They confirm that there is excellent communication between them and the home. A professional commented in a questionnaire, 'I think that the care and support you have provided for [name] has been fantastic, and if all young people in your care blossom in the same way I am sure their futures will be much brighter.' The home is achieving and exceeding its aims and objectives as set out in the statement of purpose.

Young people benefit from a stable staff team, and most staff have worked at the home for a number of years. Staff feel well supported through regular supervision, team meetings and handovers. Staff development is supported by regular training, either delivered by a senior manager or through the local authority's training courses. All day staff have a recognised level three childcare qualification. However, the night staff do not currently hold the qualification. This does not impact on the standard of care provided to the young people.

The registered manager has clear insight into the progress and development of each young person. She regularly monitors and reviews young people's progress and development, which enables her to identify any patterns or trends. She has a good understanding of the strengths and weaknesses of the home, and uses both internal and external monitoring really well to ensure that the high standards of care are maintained.

There were no requirements or recommendations made at the last inspection.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** 1159903

**Provision sub-type:** Children's home

**Registered provider:** Holistic Approach Ltd

**Registered provider address:** Unit 8, Meadow Court, Amos Road, Sheffield S9 1BX

**Responsible individual:** Brian Lewis

**Registered manager:** Julie Atherton

## Inspector

Michelle Bacon, social care inspector

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