

# 1245829

Registered provider: Resolute Care Ltd

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to care for three young people who have emotional and/or behavioural difficulties. It is owned and managed by a private organisation.

**Inspection date:** 20 February 2018

**Judgement at last inspection:** good

**Date of last inspection:** 22 August 2017

**Enforcement action since last inspection:** none

## This inspection

### The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

The registered manager has taken swift and thorough action to meet the requirement made at the last inspection. A complete overhaul and restructuring of paperwork has meant that staff have a clearer process to follow when referring allegations concerning other organisations. This ensures that concerns are reported swiftly and recorded in detail, keeping young people safe.

Similarly, the format for recording incidents of young people going missing from the home has improved, ensuring that protocols are followed. The staff always try to locate young people as swiftly as possible and the home's records demonstrate the staff's outstanding practice in this regard. The manager is also able to evaluate incidents in greater depth, and share learning with staff. This meets a recommendation made at the last inspection. The number of incidents of missing from the home has reduced significantly. Staff educate young people about the dangers of going missing, making them aware of their surroundings and minimising risks as much as possible.

The quality of recording by staff has significantly improved in all areas. This includes a record of staff being debriefed following incidents of young people engaging in self-injurious behaviour. In addition, appropriate terminology and language are consistently used in records. This meets a recommendation made at the last inspection.

Young people make excellent progress, particularly in their education. Staff and managers see the value of school attendance, not just for academic progress, but for opportunities for young people to socialise and build their confidence. One young person had been out of education for some time, but now attends school full time. Good communication and planning between the home and school staff have helped this young person to engage in an exciting and relevant timetable that meets her needs. This combines learning through her interests and activities with academic core subjects.

Staff continue to be tenacious in accessing mental health services for young people, ensuring that they receive the right support to help them understand how to look after their own emotional health and well-being.

Staff create a very caring and nurturing environment, providing the warmth and love that help to build strong relationships. These relationships remain strong when young people move on from the home, with staff offering support and guidance when needed. The registered manager is prepared to make difficult decisions concerning placements, ensuring that the best interests and safety of all young people are promoted

Staff use a wide range of monitoring tools to help them to recognise the progress young people make and highlight any triggers for behaviour. These include internal monitoring, such as weekly outcome tracking. The range of monitoring tools used enables staff to analyse the progress made towards each target in a care plan and extend these targets to help young people develop further. External monitoring is good, with an independent person assessing the service on a monthly basis. This helps to ensure that young people are well cared for, safe and making progress.

Staff work closely with schools, health professionals and a range of community groups such as Guides and the local boxing club. This provides all-around support for young people and helps them to socialise, building their confidence.

No requirements or recommendations are made at this inspection.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/08/2017	Full	Good

## 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** 1245829

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

**Registered provider:** Resolute Care Ltd

**Registered provider address:** 43 Blanford Gardens, West Bridgford, Nottingham NG2 7UQ

**Responsible individual:** Paul Bancroft

**Registered manager:** Sonia Neale

## Inspector

Judith Longden, social care inspector

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