

1224093

Registered provider: Broadwood Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care and accommodation for up to four children who have complex needs and need specialist support. The manager has been registered with Ofsted since 2017.

Inspection dates: 25 to 26 June 2018

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 **good**

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

Date of last inspection: 27 February 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 27/02/2018 | Interim | Sustained effectiveness |
| 17/05/2017 | Full | Requires improvement to be good |
| 01/02/2017 | Interim | Declined in effectiveness |
| 10/05/2016 | Full | Requires improvement |

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 |
|--|------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d))</p> | 24/09/2018 |

Recommendations

- Ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress in relation to their starting points in all areas of their needs because staff provide them with clear routines and boundaries. The staff spend quality time with the children, and provide them with a stimulating environment. Children who previously did not interact positively with staff now engage with staff and the professionals identified to support them.

Interactions between staff and children are respectful and nurturing, providing children with strong attachments and positive experiences. Each child receives well-planned individualised care, and their own identity is prominent throughout their care planning. A child said, 'Everyone who walks through the doors to this home cares about us.' Children

feel cared for and secure, and are confident to discuss their feelings with members of staff.

Staff seek children's views through meaningful one-to-one sessions and young people's meetings. The children receive clear explanations to requests, which helps them to understand why something may not be possible. The children read their care plans and documents written about them, and are encouraged to comment. They feel listened to and involved in shaping the care that they receive.

Staff support children to maintain contact with their families. For one child whose extended family members live some considerable distance from the home, this has been a significantly positive experience for him. Staff are committed to going above and beyond to ensure that appropriate contact happens for all children.

Children make progress in their education. One child has 100% attendance in education and is improving his achievement levels. Other children have taken their examinations and are waiting for placements to be identified for the new academic year. The children benefit from structure to their day. They continue to grow through educational sessions and in their development of independence skills.

Children make progress in their health. They eat healthy, home-cooked meals together. Staff support and motivate children to exercise and to engage in activities such as football, walking and fishing. Staff are proactive in ensuring that children have the opportunity to access support to meet their emotional health needs. Some of the children have reduced their risk-taking in relation to cigarettes and cannabis misuse. This is because staff ensure, through key-work sessions, meetings with the provider's substance misuse worker and referrals to external agencies, that children are informed of the risks to their health.

The manager and staff have made improvements to the living environment for children. However, further improvement is required to the quality of decor and furnishings internally and to the external area of the home. As a result, the standard of the children's living environment is not good throughout.

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

Staff provide children with a safe place to live. Staff are in contact with the parents of the children's friends in order to gain some understanding of who the children are visiting and what they are doing when with their friends. The manager assesses risk effectively to enable children to take part in age-appropriate activities such as time alone outside the home.

Staff provide clear boundaries and routines for children. They are consistent in their approach to supporting children to enable them to make changes to inappropriate behaviour. Key-work sessions and debriefings with children following incidents enable children to inform staff of what works well for them when they feel angry or upset.

These systems, combined with effective strategies, help children to manage their behaviour and reduce incidents.

Children's risk-taking behaviours, such as going missing, have reduced. This is because the staff follow children, inform the appropriate professionals and speak with children to identify why they have not returned. Professionals' meetings identify new, agreed strategies to support children to return on time to the home. A professional said that the staff are very proactive when children are missing.

Staff provide children with an engaging and stimulating environment. Staff enjoy spending time with the children and come to the home prepared to engage fully with them; for example, they take children swimming or fishing. This pre-planning means that children are occupied with constructive and new activities. The children benefit from alternative opportunities to broaden their choices of how to spend their time and engage in appropriate activities.

The effectiveness of leaders and managers: good

The manager has a strong commitment to improving the outcomes for children. He has met the requirements and recommendations made at the last inspection. He leads a team of staff who have a good understanding of the children's needs. The manager and staff are motivated, passionate and enthusiastic about the support that they provide to the children. Therefore, relationships between the children and staff are successful and positive.

The manager is experienced and established in his role. Since his appointment, he has driven improvement resulting in positive outcomes for children. Robust external monthly visits further support development. The independent person provides the manager with constructive feedback, making recommendations when practice can improve. The visitor spends quality time at every visit with children, providing them with an additional opportunity to voice their views.

The manager and staff work well with other professionals involved with each child. One professional said, 'I feel that the staff are dedicated to him [the child]. They are committed to working with him, no matter what he throws at them. They look at what he enjoys doing and interests him. This has been key.'

Generally, children's records are good, with a good level of management oversight. However, on some occasions records lack detail and clarity. This is not helpful to the children should they want to read their paperwork now or in the future.

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: 1224093

Provision sub-type: Children's home

Registered provider: Broadwood Residential Limited

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Matthew Mills

Registered manager: Aaron Bellairs

Inspector

Natalie Burton: social care inspector

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