

SC052946

Registered provider: Care 2 Share 2 Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and accommodation for five young people who have experienced abuse, trauma and/or neglect, and present with a range of complex needs and behaviours. The home is one of three children's homes run by the same company. The company also provides a range of other services for children and adults, such as residential family centres, supported living provisions, outreach support, family support in the community and community-based parenting assessments.

The registered manager has been registered since May 2018.

Inspection dates: 17 to 18 July 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 outstanding

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

Date of last inspection: 24 October 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/10/2017	Full	Good
16/03/2017	Interim	Improved effectiveness
15/09/2016	Full	Good
24/03/2016	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The young people report having positive experiences. They said that this is a good children's home and that the staff have helped them to change their lives for the better. The young people have built positive relationships with staff members and talk positively about them and the support that they receive. One young person described the staff who work in this home as amazing.

Young people experience stability in their lives. Some young people have developed a sense of belonging. For example, when the initial plan was for one young person to move to different settings, and after appropriate placements were found, they expressed a wish to stay living in this home. One young person who recently moved to semi-independence said that 'everyone [in the home] was a family'.

Staff provide young people with highly individualised care and comprehensive support in all areas of their lives. Promoting diversity and helping young people to understand its value are among the most commendable staff practices in the home. A social worker commented positively on how staff protected one young person's confidentiality and privacy when dealing with a highly sensitive identity matter.

Young people live in a beautiful, comfortable and spotlessly clean environment. The whole home has been refurbished recently to a very high standard and young people and staff collaborated to choose the colour schemes and furnishings. Young people said that they wanted to buy their own property that is similar to this home one day.

Young people receive education that is tailored to meet their needs. Staff provide young people with excellent support to learn, either through supporting their individual tuition at the home or their attendance at schools, colleges and alternative education provision. Young people are engaging more positively in education than they have done for a long time and are making overall good progress in their attainments. For example, one young person took all their GCSE exams apart from one and subsequently secured an unconditional offer at a college.

Staff support young people to have healthy lifestyles through eating freshly prepared nutritious food, leading active lives, having regular health checks and understanding the risks of substance misuse and other risks to their health. A nurse has recently delivered a workshop for young people on sexual health awareness.

Staff prepare young people effectively for their futures. A well-thought-through independence programme helps young people to gain the life skills that they need for adult life. The local commissioner highlighted how the organisation's 16+ provisions and supported living services provide a continuity of relationships and enable young people to have a smooth transition to adulthood.

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

Staff have a firm focus on keeping young people protected and safe at all times. Staff help the young people who continue to place themselves at risk to understand their risks better and learn how to be safer. This includes the young people who had not responded to the safeguarding interventions in their previous placements.

The young people reported feeling safe in the home and in the community. Although the risks for some of them remain high, they are moving slowly towards adopting safer behaviours. For example, although some young people still go missing from the home, the periods of missing are shorter and they speak to staff on the phone while they are missing.

The management of risk is robust. The risk management practices are proactive, individually tailored and collaborative. The risk management plans are consistently implemented, constantly evaluated and adjusted without delays for the maximum impact on the safety of young people.

The risk management plans and behaviour support plans are integrated with the individual young people's overall care plans. This approach supports a holistic delivery of care that has safeguarding at its centre. Staff use everyday interactions with young people as opportunities to advise them on how to be healthy and safe. Staff also use key-working sessions effectively to teach young people how to recognise risks and make safer decisions.

The proactive gathering of information at the pre-admission stage contributes to safe decisions on admissions. The managers carefully consider group dynamics and assess the potential impact of young people on each other, before agreeing any placements. Early identification of young people's vulnerabilities also help staff to plan safeguarding strategies before young people come to live in the home.

Working together with other professionals to safeguard young people is effective. Staff proactively share information with professionals from other services, such as social care, education, health, police and youth offending teams. To enhance young people's safety, staff attend strategy meetings and consistently follow any agreed protocols and safety plans. The collaborative and comprehensive review of the risk assessment of the home's location demonstrates excellent sharing of information and robust working together.

Staff have created a positive and structured environment in the home. This, together with the staff's emotional warmth and non-judgemental attitudes, is having a positive impact on young people. As a result, young people have improved their ability to regulate their own emotions and behaviours.

Staff receive excellent training that enables them to have a comprehensive knowledge and awareness of safeguarding and a wide range of risks that young people face. This includes the dangers of modern slavery, child criminal exploitation, child sexual exploitation, harmful sexual behaviours, bullying, radicalisation, female genital mutilation, so-called honour-based violence and the vulnerabilities associated with social media, sexual orientation and transgender identity.

The effectiveness of leaders and managers: outstanding

The home is exceptionally well resourced and managed to the highest standard. The excellent managers from this home and the provider's other services join the highly experienced directors to share their expertise. As a result, managers drive the quality of the provision forward and make a positive difference to the lives of young people.

The registered provider has invested in developing social care knowledge among the managers and staff. Excellent training, supervision and support, reflective practices, individual coaching and other professional development opportunities underpin the successful talent management.

The management-succession planning is effective and promotes stability in the staff team. After many years in the role as a deputy manager, a competent staff member has become the registered manager for the home. A new deputy manager has been appointed from the senior residential support team.

All staff are either qualified or, if new to their role, are working towards achieving an appropriate qualification. Staff reported enjoying learning and being motivated to develop their skills. They describe the management style as empathetic, supportive and transparent.

The provider demonstrates a high level of commitment to young people looked after and to providing them with an excellent quality of care regardless of the complexity of their needs and their high levels of vulnerability. Staff do not give up on young people and continue to make effort to engage them positively. Fulfilling the home's statement of purpose effectively has earned the provider the highest regard within the professional community.

Professionals reported having full confidence in the provider. One commissioner said that once you placed a child or a young person with this provider you did not need to worry about them. They went on to state that you could relax in the knowledge that young people would receive the best possible care. One social worker said that this is the best children's home that she has come across so far.

The quality of record-keeping is exceptionally high. Detailed records are kept meticulously on the young people's individual files. The records provide a clear and comprehensive picture of young people's needs, the support that they receive and the progress that they have made.

The home's quality assurance systems are highly developed. These systems are effective in capturing young people's progress as well as the progress of the service as a whole. For example, staff make detailed records of how their support meets each quality standard for each young person and the impact of this on the young people's experiences and progress. Regular discussions about the young people's progress at team and individual supervision meetings contribute to the development of effective reflective practices.

The home's plan for continued improvement is based on a realistic self-evaluation. The plan demonstrates that the provider has a highly ambitious vision for the service and young people whom it serves.

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: SC052946

Provision sub-type: Children's home

Registered provider: Care 2 Share 2 Ltd

Registered provider address: 46 The Ridgeway, North Harrow, Harrow, Middlesex HA2 7QN

Responsible individual: Mehnaaz Chaudhary

Registered manager: Mirela Ajanovic

Inspector

Seka Graovac, social care inspector

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