

# 1247559

Registered provider: Witherslack Group Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides assessment and short-term care to meet the nurturing, management, social, emotional and moral needs of up to five young people, aged eight to 17, who are unable to live in a family context.

**Inspection dates:** 15 to 16 August 2018

**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:** 30 May 2017

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
-----------------	-----------------	----------------------

30/05/2017

Full

Requires improvement to  
be good

## **What does the children's home need to do to improve?**

### **Recommendations**

- The home's records on each child represent a significant contribution to their life history. Ensure that staff keep, and encourage children to keep, appropriate memorabilia of the time spent living at the home and help them record significant life events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

### **Inspection judgements**

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

Children make outstanding progress living here. Staff have the skills required to engage children quickly. This ensures that the assessment process can start as soon as a child arrives at the home.

The multi-disciplinary assessments are thorough. They provide the reader with a clear understanding of the child's needs and how to meet these needs.

Children develop excellent relationships with the staff. Children receive care and support that is consistent and child centred. Children respond well to this. They trust staff and quickly learn that the home is a safe and supportive environment. One young person said, 'In all the homes I have been in I've never trusted someone straight away... you believed in me.'

Staff have the skills to explore different ways of engaging children. They ensure that children enjoy their time here and achieve good outcomes. Children have the opportunity to access a range of activities, which builds their self-esteem and confidence.

Professionals speak highly of the home and of the progress that children make.

The quality of care practice is excellent. Practice is informed by good assessments, clear planning and continuous monitoring and review.

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

The manager gathers a wealth of information about the child before their admission. The manager then analyses the information to an excellent standard.

Risk assessments and plans are excellent. They reflect the child's needs and risks, and enable staff to keep children safe.

Staff are clear about their roles and responsibilities. Staff manage safeguarding concerns in a timely and effective way. They work within policies and procedures to keep children safe and records are clear.

Staffing levels are good. Children have access to good levels of support. Staff are sensitive and insightful regarding the needs of the children.

Staff have the skills to help children feel safe. They offer a warm, nurturing and trusting environment, where children can grow and develop. Consequently, children feel safe and risk-taking and challenging behaviours reduce. Children invest in the home and enjoy living here.

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

The current manager was registered with Ofsted on 19 September 2017.

The registered manager and responsible individual are passionate about the home. They ensure that each child has a positive experience of living here. The management team is strong and together they provide excellent leadership and management in the home.

Managers support and empower staff to develop their knowledge and skills. As a result, staff grow in confidence and competence, and have high expectations of themselves and each other. Consequently, the standard of practice is consistently high.

Staff recognise that each child is different and empower them to thrive. Staff help children to understand their current situations and explore future outcomes.

Staff have regular supervision and day-to-day communication and support is excellent. Staff receive effective training that enhances their practice.

Managers and staff recognise the value of working in a multi-agency way. They seek out support and guidance from others to ensure that children achieve the best possible outcomes.

Professionals and family members are very complimentary about the home. One parent said, 'The whole team at [name of the home] are so dedicated and committed to what they do. We've seldom come across a team of people who are so open, genuinely concerned, completely non-judgemental and willing to listen to us as [name of child] parents and our experience of what does and doesn't work.' They went on to say that they were 'extremely thankful to the whole team for turning a difficult situation into a positive experience for [name of the child] and the whole family'.

## **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:** 1247559

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

**Registered provider:** Witherslack Group Ltd

**Registered provider address:** Witherslack Group, Lupton Tower, Lupton, Carnforth  
LA6 2PR

**Responsible individual:** Marcella Bird

**Registered manager:** Deborah Woollams

## Inspector

Lisa Gregoire-Parker: social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018