

# 1183173

Registered provider: Tlc Youth Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care for up to four children.

The provider states in its statement of purpose that it provides care for children who display challenging behaviours, often associated with traumatised past life experiences.

The manager has been registered with Ofsted since February 2018.

**Inspection dates:** 23 to 24 October 2018

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>outstanding</b>
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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:** 2 May 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2017	Full	Good
04/01/2017	Interim	Improved effectiveness
25/04/2016	Full	Good

## **Inspection judgements**

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

The extremely nurturing, positive and happy atmosphere means that young people are very settled and contented. Comments from young people include, 'I feel less judged here than in other places' and 'I used to be sad and I am not anymore'. Because young people feel so valued, they are more likely to take full advantage of the support and opportunities made available to them.

Young people are extremely confident in the care that they receive. They have built tremendously positive and trusting relationships with staff. Young people's comments include, 'This is my second family.' Another young person said, 'The best thing about the home is the people. The staff, managers and the other young people are all there for each other.'

Young people make sustained progress in each area of their lives. A professional says that the improvement for one young person has been 'absolutely outstanding'. For example, one young person is now going to school after long periods of non-attendance. Improved emotional stability means that another young person is calmer and generally less anxious. The improved social engagement of one young person has led to him becoming more self-aware, more confident and better able to maintain relationships.

Young people are supported to attend health appointments, are provided with a healthy, balanced diet and encouraged to be physically active. Should young people refuse to attend health appointments, the team does not give up. It creatively explores other options to ensure that young people's health needs are met. While some young people do smoke, the staff provide education and work diligently with young people to reduce the habit.

The activities and recreational opportunities made available to young people are broad ranging and stimulating. As a result, young people develop improved self-confidence and new skills. The young people embrace the opportunities made available to them and enjoy having fun alongside the staff.

Staff ensure that each young person starts to develop independent living skills. The service operates a programme of learning that each young person works through, aimed at preparing young people for adulthood.

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

Staff have an excellent understanding of the areas of vulnerability for each young person. Staff work proactively to reduce any potential harm.

Young people have become markedly safer since the point of their admission. They say that the support and nurture that they receive helps them to manage their emotions and become more responsible for their actions. For one young person, there is a noticeable

reduction in the number of events of going missing since moving to this home.

The registered manager has built strong and effective working relationships with safeguarding agencies. When it comes to young people's safety and well-being, the staff and managers do not hesitate to act. They understand their roles and responsibilities and ensure safeguarding issues are responded to in line with local and national guidance.

There has been an extended period in which a young person has been missing from the home. Involved professionals consistently report that the staff have 'gone above and beyond' in their attempts to engage this young person, who has a long history of similar behaviour in other placements. The registered manager has led a proactive, multi-agency response to events, always advocating in the best interest of this young person.

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

The experienced, qualified management team is inspirational, confident and ambitious for young people. Staff have a very positive view of the leadership team. One member of staff said that this home 'is far superior to other homes I have worked in. Everything is so organised, and the staff support is excellent'.

The registered manager clearly understands the strengths and weaknesses of the home. She sets high standards for staff and expects them to be instrumental in changing young people's lives for the better. The management team provides effective support to staff and ensures that training and development opportunities are available. As a result, staff fully understand their roles and responsibilities.

The registered manager knows each young person well and understands their established and evolving care needs. She is not afraid to challenge external agencies, always advocating in young people's best interests.

External professionals have a consistently positive view of the service and leadership team. Comments from other agencies include: 'communication is brilliant', 'staff are really helpful and supportive of the work I do' and 'I have nothing but good things to say about this home'.

Young people's care is well planned and kept under review to ensure the best possible outcomes. When partner agencies suggest possible improvements, the registered manager acts quickly to ensure that these suggestions are implemented. New recording and planning structures have been put in place. These will further enhance the manager's ability to closely monitor the quality of care.

## **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:** 1183173

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

**Registered provider:** Tlc Youth Care Limited

**Registered provider address:** 19 Harrier Park, Northampton NN4 0QG

**Responsible individual:** Duncan MacKenzie

**Registered manager:** Sandra Furness

## **Inspector(s)**

Mary Timms: social care inspector

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