

# SC020151

Registered provider: Country Care Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned. It is registered to provide care for eight females. The accommodation is made up of seven registered beds at the main site and one bed in a separate provision. The provider has a registered independent school on site. This provides education to those children and young people resident in the homes.

**Inspection dates:** 7 to 8 November 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:** 22 November 2017

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2017	Full	Outstanding
14/02/2017	Interim	Improved effectiveness
26/10/2016	Full	Good
03/02/2016	Interim	Improved effectiveness

## **Inspection judgements**

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

This home provides exceptional care to young people who have experienced trauma, abuse and neglect. A multi-disciplinary staff team provides cohesive long-term care. This collaborative approach is successful in improving and sustaining outcomes for young people.

Staff have extensive knowledge, skills and experience. They develop strong and warm relationships with young people. This means that young people trust staff to nurture and care for them. These trusting relationships enable young people to flourish.

The provider has a highly performing on-site school. From the point of admission to the home, the educational attendance and attainment of young people is outstanding. This means that young people have improved life chances when they leave the home.

Therapy is central to the operation of the home. A qualified therapy team works alongside the care and education team. In addition, young people enjoy time with the therapy dogs and the horses. The integration of therapy into daily life promotes improved emotional and psychological well-being.

Young people have access to plenty of enrichment opportunities. Stimulating indoor and outdoor activities ensure that young people develop new skills and interests. This increases confidence and self-esteem.

The multi-disciplinary staff team works in partnership with external professionals and families. Families and professionals all report high levels of satisfaction with the home.

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

Safeguarding arrangements are excellent. Staff manage a range of complex safeguarding behaviours effectively. Safeguarding practice and incidents are rigorously audited. This ensures that there are high safeguarding standards.

The multi-disciplinary staff team teaches young people to keep themselves safe. Young people benefit from individual and group work. This involves young people identifying alternative ways to understand and manage their behaviours. Consequently, safeguarding incidents reduce over time.

From the point of admission, risks are well understood. Staff put clear strategies in place to manage risk. Risk reduction is not linear. However, from their starting points, risks posed to young people significantly reduce. When risks reduce, young people gain a higher level of independence. This is a great motivator for young people to keep themselves safe.

Staff have excellent safeguarding knowledge. They benefit from a comprehensive

training programme. This ensures that staff understand and can respond to a range of complex issues, including eating disorders, post-traumatic stress disorder, substance misuse, self-harm and sexual exploitation.

Incidents of young people going missing from the home are isolated and reduce over time. Safeguarding professionals and the police confirm that safeguarding situations, including incidents of going missing, are well managed.

Partnership work with safeguarding agencies is robust. Allegations are managed in line with procedures and show robust safeguarding practice.

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

Leadership and management arrangements are exceptional. The management team is highly effective. Leaders and managers have secured improvement and have plans in place to further develop the service.

The registered manager is a tenacious and accomplished professional. She leads by example and has high expectations of her team.

The staff team is highly qualified, skilled and experienced. The staff members form a motivated and committed team. One professional said: 'This is not a job to them, this is a passion.'

Managers and staff are aspirational for young people. They have an in-depth understanding about the young people, their needs and progress. They advocate on behalf of young people. They challenge responses which they feel are not in young people's best interests. Staff are effective in working in partnership with professionals to enable young people to achieve their potential.

Meticulous internal and external quality assurance provides detailed analysis of care provision. Leaders and managers have a clear understanding of the home's strengths and weaknesses. They have development plans in place to promote continued improvement.

## **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:** SC020151

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

**Registered provider:** Country Care Children's Homes Limited

**Responsible individual:** Rachel Dowle

**Registered manager:** Janine Morrell

### Inspector:

Amanda Ellis, social care regulatory inspector

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