

# SC034900

Registered provider: Nottingham City Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is registered to provide short breaks for up to 11 children and young people at any one time. It is owned and run by the local authority. The home provides short breaks for children and young people who have learning disabilities and/or physical disabilities.

**Inspection dates:** 12 to 13 December 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:** 21 November 2017

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
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21/11/2017	Full	Outstanding
28/03/2017	Interim	Improved effectiveness
19/12/2016	Full	Outstanding
27/01/2016	Interim	Improved effectiveness

## Inspection judgements

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

Exceptional care and a wide range of activities enable children to have very positive experiences. The team works in accordance with children's care plans and provides children with opportunities to reach their potential. Children make progress and develop skills. They enjoy meeting with their friends. Parents said that their children enjoy experiences and opportunities which they may otherwise not have. Children develop independence skills and participate in activities in the local community.

Short breaks are meticulously planned. Families, carers and multi-disciplinary professionals work alongside staff to devise individualised care plans. Children are introduced to the home at their own pace and feel happy with their breaks. One parent said: 'This is the first place he stayed away from his family – this was a big step. The staff reassured us and kept us totally up to date. We know we have made the right decision. I need people to look after him as well as me, actually even better, because he is so important.'

Excellent relationships with parents and carers are central to ensuring that children have enjoyable and successful short breaks. Effective communication provides reassurance that children are being well cared for, and that all their complex needs are being met. Partnership work is further strengthened through regular parent groups, afternoon tea events, festivals and training workshops.

Children become more independent because of their short breaks with this service. Staff create opportunities for children to practise skills in line with their ages and abilities. Improvements can be significant or seemingly small. However, the development of skills has a very positive impact on family life. One parent said: 'The quality of life at home has improved immeasurably.'

Managers and staff have a central role in contributing to plans for young people who transition to adult services. A social care professional said: 'We see passion and commitment from the staff to get the very best transitions.' Staff ensure that adult services receive detailed and individualised information. This information provides new staff with the clarity they need, so that they can meet individual needs with confidence.

Children benefit from care which is delivered by a passionate and highly motivated team. Care practice is informed by evidence-based research. Elements of care practice are shared for the benefit of the wider community. The staff team strives to improve and develop the service. Staff are dedicated to ensuring that children enjoy the highest standards of individualised care.

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

This service gives priority to children's safety and welfare. Parents and professionals

stated that safeguarding practice is excellent. One headteacher said: 'The managers share a common sense of ambition as I do, where there is no sense of complacency as safeguarding and health and safety are paramount.'

Safeguarding children, both within and outside of the home, requires rigorous planning. This planning reduces risk and keeps children safe. Risk assessments are continually reviewed so that they accurately reflect levels of risk. This means that, where possible, children experience new challenges and develop new skills while remaining safe.

The complex behaviours of some children require creative safeguarding practice to minimise risks. Children's behaviours, which are sometimes challenging and aggressive, are understood in the context of the individual. This means that sanctions and physical interventions are rarely used.

The local authority's effective recruitment procedures enable the careful selection and recruitment of staff. Robust recruitment processes and the recording and monitoring of visitors to the home further ensure the protection of children from potential harm.

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

Leadership and management arrangements are exceptional. The service benefits from having two highly accomplished registered managers. They provide strong leadership to a committed and knowledgeable staff team. This results in a highly effective service.

Managers and staff are aspirational for children. They advocate on their behalf and challenge responses which they feel are not in the children's best interests.

This service has a high calibre of staff. The staff are qualified and well trained, and have a range of skills. Managers have an ethos of ensuring the professional growth and development of staff. Staff access a wide range of training opportunities. They update their core skills at regular intervals, and complete more specific training that relates to the needs of individuals. They are professional, experienced and highly motivated. Team working is very strong and contributes significantly to the delivery of excellent short breaks.

Partnership work with education, health, social care and voluntary agencies is outstanding. Staff are effective in working in partnership to enable children to achieve their potential. A wide range of professionals took the time to contribute to this inspection to commend the work of the home.

Meticulous internal and external quality assurance provides detailed analysis of the 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:** SC034900

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

**Registered provider address:** Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG

**Responsible individual:** Kay Sutt

**Registered manager:** Joanne Wright and Peter Corkhill

### Inspector:

Amanda Ellis: social care regulatory inspector

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