1245829

Registered provider: Resolute Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. The home provides care for up to three young people who have social, emotional and mental health difficulties.

The manager has recently been appointed and is in the process of registering with Ofsted.

Inspection dates: 9 to 10 January 2019

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	good

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: 20 February 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/02/2018	Interim	Improved effectiveness
22/08/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people make excellent progress in all aspects of their lives, given their starting points and complex needs. A parent described the progress of her son as 'ten-fold' and said that the staff have 'given him a future'. One medical professional stated: 'They are doing such a good job with him and as a result he is thriving in his environment.'

Staff provide a warm, homely and loving environment. They have strong, trusting and loving relationships with the young people. Staff undertake life-story work and activities with them to help them understand their past and the impact it has on their mental health. This promotes the emotional well-being of young people. A child and adolescent mental health professional stated: 'The relationships staff have with [young person] is a major factor in his progress.'

Staff work closely with health professionals to improve the all-round health of young people. Staff have identified that one young person's medication has an effect on his eating patterns, which in turn affects his emotions. Discussions with medical staff have resulted in a reduction in his medication, and staff are promoting healthy eating.

Staff are tenacious in securing the right education for each individual young person. One young person is on course to complete his GCSEs and another is doing very well in his classroom and construction activities. This is outstanding given their starting points.

Young people are learning skills to help them in their adult lives. This includes household chores, such as cooking and cleaning, as well as tasks such as arranging transport and opening a bank account. Staff have helped one young person to develop his bedroom into more of a bedsit. This reflects his growing independence and desire for peace and quiet away from the rest of the home at times.

The young people and staff have links with a project in Uganda, providing resources to improve the life and educational opportunities of young girls. One young person also volunteers in a local charity shop. This enables young people to develop a sense of empathy for others and an understanding of worldwide and local issues.

Young people enjoy experiences they have never had before. This includes trips to theme parks, playing golf, going to London, ice-skating and participating in a charity run. One young person has joined a local rugby club. As well as providing physical activity, this young person finds the sport helps to relieve tension and stress.

Staff have excellent relationships with parents and work hard to ensure that young people can cope with the emotional impact of meeting with their family. This has enabled such meetings to be far more positive experiences for all concerned.

Staff understand the individual, complex needs of each young person. Young people contribute to their plans, identifying their aspirations, how they are going to achieve

these, what help they may need and the progress they have made so far.

Young people meet with staff regularly to share their views and discuss local and worldwide topics. The manager responds to decisions made by young people in house discussions. This ensures that young people know that their views are listened to.

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

Risk assessment and risk management processes are of the highest quality. Excellent work with other professionals ensures that strategies to reduce risks are consistent, detailed and highly effective. This enables young people to enjoy free time and a range of activities, while keeping themselves and others safe.

Superb multi-agency working, excellent sharing of information and a dogged determination to locate young people swiftly has reduced risks for those young people who have gone missing. A social worker stated: 'Staff show an in-depth understanding of [young person]'s needs and promote these. They use active, excellent risk-reduction plans that have supported a change in her unwanted behaviour, supporting sustained progress.' Staff are mindful of the impact on peers when young people go missing and work hard to reassure and calm them.

Incidents of restraint are reducing. A recent overhaul of physical intervention paperwork has resulted in clear and concise recording. This helps the manager to review incidents and ensures that staff use best practice.

Young people's behaviour has dramatically improved. Excellent relationships with staff have enabled young people to explore their feelings and behaviour, finding alternative ways to express themselves. Young people receive 'just because' comments from staff. These comments provide positive affirmations of the little things they do.

Staff are mindful of any sibling rivalry and potential bullying issues. They identified that a previous incident of bullying was linked to a period of turmoil for one young person. Excellent work with all the young people enabled them to reflect on their actions and repair their relationships.

The effectiveness of leaders and managers: good

The manager has worked for the organisation in various senior roles and has recently been appointed as the manager of this home. He has worked with the staff and young people before, thereby providing consistency in leadership. Staff describe the manager as 'awesome', 'amazing' and 'supportive'. He is assisted by a superb leadership team, including an operations manager and the directors of the company. Together, they provide high-quality management of the home.

The staff team is exceptional. Its members bring a wealth of varied experiences and diverse skills from a range of childcare and youth-work backgrounds. A parent acknowledged this, saying: 'The diversity of staff is fantastic, and this helps him,

bringing him new experiences. This has done him the world of good.'

Staff enjoy a range of training opportunities. These include online courses and group training in topics that include sexually harmful behaviours, autism spectrum disorder, knife crime, county lines and domestic violence. Managerial supervision is complemented by peer supervision, giving staff more time to explore topics relevant to the needs of young people.

The manager continues to nurture relationships with other professionals. He is less reliant on emails and encourages telephone conversations, and this has resulted in a more consistent approach to the care of young people.

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: 1245829

Provision sub-type: children's home

Registered provider: Resolute Care Limited

Registered provider address: 15 Wheeler Gate, Nottingham NG1 2NA

Responsible individual: Paul Bancroft

Registered manager: post vacant

Inspector:

Judith Longden, social care inspector

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