

# 1263571

Registered provider: Flourish (Gloucestershire) Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is owned and managed by a private organisation. It is registered for up to five children aged between 11 and 17 years who have had adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager promptly submitted an application to register with Ofsted and the registration process is underway. She is highly experienced and has the necessary qualifications for the role.

**Inspection dates:** 14 to 15 May 2019

**Overall experiences and progress of children and young people,** taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 19 November 2018

**Overall judgement at last inspection:** declined in effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2018	Interim	Declined in effectiveness
04/06/2018	Full	Requires improvement to be good

## Inspection judgements

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

Young people have good-quality experiences living in this home. The home is in the countryside and is very spacious. It has been repainted throughout, and new blinds and curtains have been purchased. The home has also had a deep clean. There is a large garden full of flowers, which is maintained by a gardener. Consequently, a relaxing and well-cared-for environment is provided for young people, helping them feel valued.

Internal care plans are written in a child-centred way; they mirror the aims set by the local authority. Plans record young people's progress and achievements. All necessary statutory documents are held on young people's files and are up to date. Managers attend reviews and meet with key professionals to ensure that young people's needs are understood and met by staff.

Young people's physically aggressive behaviour has improved because of the one-to-one discussions they have with staff in key-working sessions. Clear guidance and reasonable boundaries are explained in detail, enabling young people to improve their behaviours because of the consistent approach of staff.

Staff make sure that young people benefit from a range of new opportunities and activities. For example, one young person attends a local scout group. This has improved his confidence and social skills.

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

Young people feel secure living at this home and do not have any complaints. Staff understand safeguarding procedures and feel confident about how to keep young people safe because of the safeguarding training and reflective management that they receive.

Physical restraint has reduced since the last inspection. This is because young people have trusting relationships with staff who understand their needs. Incident records are completed to a high standard, with close oversight by the manager. They include meaningful discussions with young people about their behaviour. Reflective accounts about staff management of incidents enable staff to improve their practice.

Well-written risk management plans enable staff to keep young people safe when they cause damage to the home or become physically aggressive. This is because staff remain calm and distract young people, helping them to reduce harm to themselves.

The one episode of a young person going missing from home since the last inspection was managed well. Staff responded proactively to keep the young person safe. Procedures were followed, and records thoroughly recorded. Latest research about how to safeguard and support young people who go missing informs the staff teams practice. This assisted in the swift return of the young person to the home.

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

Leadership and management is significantly improved. Shortfalls identified at the last inspection have been fully met because of the exceptional oversight and dedication provided by the manager and responsible individual.

Most staff have the necessary qualifications and those who do not have been promptly enrolled on the level 3 diploma for residential childcare. Managers are passionate about the importance of having a highly skilled and confident staff team. For example, refresher training has been provided to all staff on safeguarding and behaviour management to improve staff competency.

Staff have frequent, high-quality supervision that focuses on their strengths and areas for development. Outcomes are clearly recorded and followed up. The manager challenges poor practice immediately. Supervision is used to ensure that there is in-depth scrutiny of staff practice so that only the highest quality of care is provided to young people to meet their needs.

Safer recruitment processes are rigorous. The manager is relentless in verifying references, including staff reasons for leaving previous care roles. Files are remarkably well organised, with the required identity and safety checks in place. This means that the highest attempts are made to ensure that adults who work at this home are able to prioritise the welfare of children.

Staff and professionals speak exceptionally positively about the knowledge and dedication of the new manager. They recognise the tremendously encouraging effect that she has had on the running and appearance of the home. Team meetings are used creatively and professionally. They are underpinned by research and latest practice guidance, including issues such as screen time, gangs and calling the police to strengthen the staff skill base.

The manager and staff work collaboratively with professionals to achieve the best outcomes for young people. For example, behavioural specialists, police, youth services and commissioners attend team meetings. The manager meets with all key professionals frequently and attends review meetings. Staff feel more confident because of this child-centred approach to working.

## **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:** 1263571

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

**Registered provider:** Flourish (Gloucestershire) Limited

**Registered provider address:** Hazlewoods, Windsor House, Bayshill Road,  
Cheltenham GL50 3AT

**Responsible individual:** Samantha Summers

**Registered manager:** Barbara Layton

## Inspector

Anna Gravelle, social care inspector

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