

# 1232171

Registered provider: In Safe Hands Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The children's home is owned and managed by a sole provider. It provides care for children and young people whose plan is to live in medium- to long-term residential care. The qualified and experienced manager has held registered manager status at this home since May 2016.

**Inspection dates:** 16 to 17 July 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 **good**

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

**Date of last inspection:** 1 March 2019

**Overall judgement at last inspection:** improved effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2019	Interim	Improved effectiveness
25/09/2018	Full	Good
20/03/2018	Full	Requires improvement to be good
20/02/2017	Interim	Improved effectiveness

## **Inspection judgements**

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

The young people have positive, meaningful relationships with staff. The staff know the young people well and spend a lot of time with them. All the young people make progress at this home.

The staff work closely with the families of young people even if they are further away. This has helped to rebuild relationships; one young person has returned to live with her family permanently. The transitions are managed well, and the staff stay in touch with the young people after they have left the home.

The staff actively encourage full-time attendance at school for the young people. The manager and staff have close liaison with schools daily to identify any issues arising with the young people. They have used reward systems effectively to increase young people's attendance at school.

The staff teach young people independence skills such as cooking, cleaning, budgeting, and washing their clothes. Staff encourage healthy eating and lifestyle. This includes planning the meals with young people and taking a member of staff's dog for a walk. The young people access a variety of activities such as dancing and go-karting. The staff encourage the young people to try out new interests so that they can find something enjoyable to do.

Young people know how to complain if they are not happy about something. The young people have access to advocacy services and can speak to someone promoting children's rights when they want to.

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

The young people are safe in the home. They have good, trusting relationships with the staff. The staff listen to the young people and take on board their views. The staff liaise regularly with social workers, mental health services, health professionals, education, and families of the young people to further reduce any risk of harm for them.

The staff actively promote positive behaviour and have regular chats with the young people to reinforce this. Staff use clear behaviour support plans, that include strategies to reduce any incidents. There are no complaints from young people.

The staff have had training in recognising sexual exploitation, county lines and radicalisation and in attachment and trauma issues. This helps them to look out for the signs in relation to any of these risks, and they know what to do should any of the children present with these.

There have been no incidents that require restraint, police intervention or notifications to Ofsted since the last inspection. The young people no longer go missing from home.

Staff know what to do if a young person goes missing. This is logged in the children's individualised missing from home plans.

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

The manager has a long experience of running the home. The staff team is stable and staff have regular supervision and appraisals. The training is relevant to the needs of the young people in the home. Staff can explain how recent training on issues such as trauma has improved their practice. The manager provides clear and detailed induction for any new staff. All the staff apart from two new starters are qualified to level 3 or above in residential childcare.

The manager, supported by the deputy, monitor and maintain oversight of the service through the independent visitor reports, keyworkers' monthly audits, supervision and verbal feedback from young people. The manager's own bi-monthly monitoring is not evaluative. This means that the learning and action points identified are not the most effective to improve the care of the young people.

Staff meetings take place regularly and have clear action points that are followed up at the next meeting. The staff and managers want the best for the young people and have a warm, but firm approach to caring for them. The staff have good support and guidance from the managers in the home.

The registered manager is proactive in addressing issues identified during inspection such as updating the home's statement of purpose. The manager and staff challenge schools when the young people are not receiving appropriate support. The manager is actively chasing relevant documentation from social workers and other professionals. The manager and staff are working collaboratively with agencies and families to improve the outcomes for the young people.

## **What does the children's home need to do to improve?**

### **Recommendations**

- The registered person should actively seek independent scrutiny of the home and make the best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement ('Guide to children's homes regulations including the quality standards', page 55, paragraph 10.27). Specifically, evaluate the quality of care provided for children and young people in the regulation 45 reviews to make meaningful improvements.

### **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:** 1232171

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

**Registered provider:** In Safe Hands Care Ltd

**Registered provider address:** Peter Wray Accountancy Services, 48–50, Wakefield Road, Pontefract, South Yorkshire WF7 7AB

**Responsible individual:** Terry Carr

**Registered manager:** Terry Carr

## Inspectors

Krista Hardy, social care inspector

Parveen Hussain, social care inspector

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Piccadilly Gate  
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