

# SC428599

Registered provider: Courtyard Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately owned children's home is registered to provide care and accommodation for up to five children who may have emotional and/or behavioural difficulties or mental health difficulties.

The manager is suitably qualified and experienced and registered to manage the home in 2015.

**Inspection dates:** 4 to 5 September 2019

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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:** 2 October 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2018	Full	Outstanding
21/11/2017	Full	Good
23/01/2017	Interim	Improved effectiveness
09/06/2016	Full	Good

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

### Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

In particular, ensure that the shower room and downstairs toilet are upgraded or repaired.

### Inspection judgements

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

Young people receive sensitive and highly individualised care. The dedicated support that staff offer enables young people to achieve excellent exam results. For example, one young person was transported long distances each day to enable her to continue in her school of choice and to avoid disruption at a critical time of study.

From starting points that include compulsory detention in hospitals for their own safety, young people grow in confidence and develop aspirations for their futures. Through living at the home, their life chances are significantly influenced for the better.

Young people moving into the home are given thoughtful and well-planned transitions. Through the nurture that staff offer, young people's emotional health greatly improves and their propensity to harm themselves almost ceases.

Young people value the time that staff spend with them, and the atmosphere of the home reflects a calm and nurturing environment. Staff promote routines within the home that provide a stable and positive home life. For example, all staff and young people eat together in the evenings and share conversations about their day.

Staff work consistently hard to maintain and improve on the immediate progress that young people make. Over time, young people's emotional resilience grows, and they become fully integrated into their local communities.

Staff seek specialist advice and support from other professionals in order to provide well-informed and focused care for young people. This care is flexible and highly responsive to the changing needs and views of young people.

Social workers describe the individual progress that young people have made while at the home as: 'beyond expectations'; 'massive'; 'amazing'; 'unbelievable'.

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

Staff's effective care planning and the fact that staff are continuously alert to young people's presenting emotions mean that young people's presenting risks have significantly reduced. Within this safe and nurturing environment, young people have grown in confidence and self-worth. This in turn has reduced any behaviours that might pose a risk to their health and welfare.

Strategies used by the staff are effective and have made an exceptional difference to the everyday lives of young people. For example, from starting points of having been secured to protect their safety, some young people have developed age-appropriate independence and enjoy the same freedoms and benefits as other young people of their age.

Since the last inspection, there have not been any physical interventions, complaints or allegations. There have been only three incidents of going missing from home.

Sanctions are rarely used within the home. Any behaviours raising concerns are responded to by staff in a manner that seeks to understand the meaning underlying the behaviours, rather than sanctioning young people because of the behaviour itself.

As a result, young people feel listened to, cared about and safe.

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

The manager is suitably qualified and experienced and was registered to manage the home in 2015. Her leadership ensures that the care offered by staff continues to improve the lives of young people.

The management team members have an excellent insight into the backgrounds and current needs of young people. This understanding is enhanced through regular support and advice from the home's psychologist. This is also accompanied by strong professional relationships between the staff and the child and adolescent mental health teams. As a result, young people receive care that is targeted and well informed.

Young people's responses to the care offered are carefully observed and recorded. Sophisticated systems of evaluation and analysis provide insight and direction to the care provided and ensure that it meets and anticipates young people's individual and changing needs.

The requirements and recommendations made at the last inspection have been met. New care documents have been devised and implemented and these now fully reflect the involvement of young people in setting their personal goals.

Other improvements also include redesigning areas of the garden. Young people's bedrooms are unique to them and fully reflect their interests and personalities.

Overall, the home is well maintained and welcoming. However, the condition of the upstairs shower room and downstairs toilet detract from its otherwise homely feel.

## **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:** SC428599

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

**Registered provider:** Courtyard Care Limited

**Registered provider address:** 3 Siskin Drive, Middlemarch Business Park, Coventry CV3 4FJ

**Responsible individual:** Gary Thompson

**Registered manager:** Elaine Evans

## Inspector

Pauline Yates: social care inspector

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Piccadilly Gate  
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Manchester  
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