

1253975

Registered provider: Oaktree Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This private company has two children's homes. They provide care for up to two young people who need short-, medium- or long-term care.

The current manager was registered with Ofsted on 23 June 2017 and holds the relevant qualification.

Inspection dates: 2 to 3 July 2019

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| Overall experiences and progress of children and young people, taking into account | outstanding |
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| How well children and young people are helped and protected | good |
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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: 17 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: not applicable

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 17/07/2018 | Full | Good |
| 03/10/2017 | 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, internal structures and cosmetic furnishings should be replaced in a timely way, if required.
- Children's home staff should take reasonable precautions and make informed professional judgements based on the individual child's needs and developmental stage about when to allow a child to take a particular risk or follow a particular course of action. Staff should discuss the decision with the child's placing authority where appropriate. If a child makes a choice that would place them or another person at significant risk of harm, staff should assist them to understand the risks and manage their risk-taking behaviour to keep themselves and others safe ('Guide to the children's homes regulations including the quality standards' page 42, paragraph 9.7). In particular, any assessments and plans should be current and take into account children's progress.
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make outstanding progress living here. The home is warm, calm and inviting and it is reflective of the children living here. The ethos of the home is based on good relationships with children, their families and other professionals who help and support the children. The home has embedded the ethos, and children respond well to this.

Children have excellent relationships with the staff. Children receive care and support that are consistent and child centred. Children trust staff and know that their home is a safe and supportive place in which to live. The home is very homely and inviting. However, there are areas of the home that would benefit from maintenance work and repair.

Children benefit from clear routines and boundaries, which have a positive impact on their progress. They see the link between good routines and their outcomes. One child said that they could not have progressed in the way they have without the support of the home. They talked about the ways in which the routines and boundaries have helped

them to achieve qualifications and meet new friends.

Children can identify with the progress that they make and the further steps they need to make to enhance their lives further. They are encouraged to develop independence, while also receiving sensitive and empowering support.

Prior to coming to live here, children did not regularly attend or engage in school. They now attend full time and have excellent attainment and attendance. Children participate in their education and feel enthused by their achievements. Furthermore, they have aspirations and a desire to reach their goals.

Children who have moved in to the home have done so in a planned way. This is also evident for children who have moved on from the home. Staff work closely with the children, social workers and family members to ensure that the transition arrangements are individualised and child focused. Staff do this very well.

The quality of practice is of an excellent standard. Practice is informed by good assessments, clear planning and continuous monitoring and review.

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

Staff support children to feel safe. They offer a warm, nurturing and trusting environment, where children can grow and develop. Consequently, children feel safe, and risk-taking and challenging behaviours reduce. Children invest in the home and enjoy living here.

Staff are clear about their roles and responsibilities. Staff manage safeguarding concerns in a timely way and effectively. They work within policies and procedures to keep children safe, and records are clear.

Staff ensure that all children are safe. Staff work in partnership with relevant professionals, for example the police, to ensure that children, who live in and access the local community, are safeguarded from harm.

Children have access to excellent levels of support, both by the home and other relevant people. Staff are sensitive to and insightful into the needs of the children. Assessments and plans are excellent. They reflect the child's needs and risks and enable staff to keep children safe.

Staff access the relevant support for the children. They adopt a patient and encouraging approach, to ensure that children seek the specialist support that they need to help them to progress further. Children benefit from this and subsequently access the support that they need.

Children are encouraged to meet new friends, and staff support them to take age-appropriate risks. This enables children to explore risks in a safe way. This increases their confidence, and they learn to make good independent decisions. However, staff

sometimes take a risk-averse approach to managing risk, and this has an impact on children's progression.

The effectiveness of leaders and managers: outstanding

Managers and staff are strong advocates for the children. They are extremely committed and always do their best for the children.

The registered manager is passionate about the home. Senior managers are visible and are very supportive of the children and the staff. The management team is strong, and together the team members provide excellent leadership and management in the home. They ensure that children have a positive experience living here.

Managers support and empower staff to develop their knowledge and skills. Supervision arrangements are embedded to a very good standard. As a result, staff grow in confidence and competence and have high expectations of themselves and each other. Consequently, the standard of practice is consistently high. To enhance this further, the registered manager should consider the management oversight of her own practice and that of other managers who provide support to the home.

Staff spoke very highly of managers. They described managers as committed, approachable and supportive. They said that they enjoy working here and that they feel valued.

Parents and professionals spoke highly of the home and of the progress that children make. One social worker said, 'They are very child focused. [Name of child] came to [Name of home] due to a breakdown of his previous placement. He displayed challenging behaviour, and staff at [Name of home] managed this very well ... There has been a huge improvement in [Name of child]'s behaviour during his time here.

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: 1253975

Provision sub-type: Children's home

Registered provider: Oaktree Childcare Ltd

Registered provider address: Oaktree Childcare Ltd, Ground Floor, Seneca House, Links Point, Amy Johnson Way, Blackpool, Lancashire FY4 2FF

Responsible individual: Geoffrey Bond

Registered manager: Barbara Newton

Inspector

Lisa Gregoire-Parker, social care inspector

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