

1245829

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care and accommodation for three young people aged between seven and 17 years of age with social, emotional and behaviourally difficulties.

The registered manager has been registered with Ofsted since May 2019.

Inspection dates: 10 to 11 December 2019

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	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: 9 January 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2019	Full	Outstanding
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 receive an exceptionally high standard of care and support. Staff understand the needs of each young person extremely well. A young person said: 'Living here is perfect. It could not get any better. There are no problems at all. I am really happy. The staff are amazing.'

Young people are making sustained progress relative to their starting points. The staff understand young people's life experiences and the impact that these have on their behaviours and their sense of self-worth. The empathetic and nurturing approach of staff underpins the extremely child-focused care that young people are receiving.

Staff build very strong relationships with young people. These relationships enable young people to invest in the home and trust the staff. Young people who have a history of displaying extremely challenging behaviours are now able to regulate their emotions. Young people grow in confidence and become more socially aware. A child said: 'It's brilliant, living here. There is nothing bad about it and nothing I would want to change. I know the staff care about me. They are all really nice and have helped me to change for the better.'

The experience of living at the home enhances young people's life chances. A key strength of this home is the importance that staff place on promoting young people's education. Staff support young people to believe in themselves and to be ambitious. Young people are making clear, measurable progress in their education and have good attendance records.

Young people have their health needs well met. Staff are proactive in ensuring that young people have access to all the health services that they need. They ensure that specialist support is provided without delay. This approach fully promotes young people's physical and emotional well-being.

Young people's participation is given high importance. They are empowered to have their say and to make their views and opinions known. Young people really feel involved in decisions about their home and their lives. They participate in reviewing their own assessments of risk and are supported to contribute fully to their care reviews.

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

Young people are well protected in this home. They feel safe and can identify numerous members of staff whom they would talk to if they had any concerns.

Staff are very confident and highly skilled in helping young people to interact well and manage their emotions appropriately. Since the last inspection, there has been only one incident that required the use of restraint. This is because staff use de-escalation techniques very well and communicate very effectively with children in crisis.

Although one young person does still go missing from the home on occasion, these incidents are extremely well managed. Staff quickly follow or search for the young person, ensuring that they are returned home as swiftly and safely as possible. Because staff are so determined in their response, the young person knows that they are valued and cherished.

A restorative justice approach is taken, which helps young people to understand the impact of their behaviours. Clear boundaries and proactive behaviour management strategies are highly effective. Young people learn to consider the impact of their behaviours on others. A mental health worker said, 'Staff are doing fantastically, given the challenges the young person is presenting. This is an excellent placement. No other home would have the sticking power that this home has shown.'

Excellent multi-agency working ensures that strategies to reduce risks are fully considered by staff and highly effective. A social worker said, 'Risks have dramatically reduced because of the excellent care that they are providing. The young person is so settled in this placement, and we are all so pleased at how amazing the staff are.'

Extremely well-considered risk management plans protect young people. Young people who have been assessed as being at significant risk of harm are carefully monitored. This does not, however, prohibit them from participating in a wide range of exciting activities and experiences in the community. Robust risk assessments enable young people to enjoy new experiences and take reasonable risks as part of their development.

The effectiveness of leaders and managers: outstanding

Leadership and management are highly effective. The manager is suitably qualified and experienced. He is aspirational and ambitious for young people. The manager is held in high regard by the young people, staff and partner agencies. Staff share the manager's vision to improve young people's lives. The cohesive staff team ensures that young people are well supported.

All feedback from external agencies is extremely good. Several agencies say that this home is the best that they work with. A further common theme of feedback is excellent communication, dedication to young people and excellent understanding of the unique needs of each young person.

Staff receive regular and highly effective supervision. This enables them to reflect on and develop their practice. They also attend regular team meetings and have good peer support. The professional development of staff is a high priority for managers. The drive and passion of the whole management and staff team ensure that all the young people are receiving an outstanding level of care.

Monitoring systems are excellent. The manager ensures that he has a very robust oversight of what is happening in the home. This ensures that any shortfalls are quickly identified and addressed.

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 difference 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

Registered provider address: 6th floor, City Gate East, Toll House Hill, Nottingham
NG1 5FS

Responsible individual: Paul Bancroft

Registered manager: Sean Fagan

Inspector(s)

Davinia Lawton, social care inspector

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