

# 1214266

Registered provider: Platform Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately run children's home that can cater for four young people who have emotional and/or behavioural difficulties.

**Inspection dates:** 14 to 15 January 2020

<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:** 14 November 2018

**Overall judgement at last inspection:** Outstanding

**Enforcement action since last inspection:** None

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/11/2018	Full	Outstanding
17/01/2018	Full	Outstanding
18/01/2017	Interim	Sustained effectiveness
10/05/2016	Full	Good

## **Inspection judgements**

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

The progress and experience of children living in this home is outstanding. Children have lived here for a number of years. This placement stability has provided a sense of belonging and enabled children to form very strong relationships with staff. A child said: 'The best thing about the home is the staff. I feel loved here. Staff have never given up on us because they care.'

Staff offer nurturing and supportive care that is underpinned by unconditional positive regard for each child. Staff are well trained in the theoretical model of care that is used in the home. Managers support staff very effectively so that they are confident to use the therapeutic model. A social worker said: 'The day-to-day therapeutic parenting that takes place here really makes a difference.'

Children take part in a wide range of fun activities with staff. Staff are very good at finding opportunities for children to experience success and identifying each child's talents. All children also receive good support to engage in after-school and community groups. This has led to children earning awards, taking part in shows and doing voluntary work. Children have also engaged in a music workshop for over a year. This has included performances at a number of events and in large theatres. Children develop greatly increased confidence and self-esteem because they live in this home.

A feature of the home is the weekly book club. Children choose a favourite book and read to each other as a small group. This is a nurturing activity that promotes reading and has had a positive impact on education attainment.

Children are helped to understand the importance of education. As a result, each child's school attendance has improved significantly. Children are provided with every opportunity to achieve academic success. A deputy headteacher said that one child 'is on target to achieve eight GCSEs this year and recently won an award in school for the child who has made the most significant progress'.

Children's emotional health and well-being is a priority for staff. When children experience additional loss and trauma, staff ensure that every available support is provided. One child has had exceptionally good support following a family bereavement.

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

The support that children receive to help them understand and manage their own behaviour is exceptional. Behaviour management plans are excellent because they are centred on children's views, wishes and feelings. Staff access support from therapists and other agencies when reviewing behaviour management strategies. Children's behaviour has improved to such an extent that their life chances have improved significantly.

Staff work tirelessly to ensure that children are safe. Highly effective risk assessments contribute to reductions in risky behaviours. Children's presenting risks are well known,

shared and documented. Incidents of children going missing, self-harm and physical interventions reduce greatly over time.

Direct work with children covers many safety issues. Staff skilfully engage with children in 'keeping safe sessions' so that children are given opportunities to reflect on their own safety. This work has developed over time and increasingly creative methods of engagement are being used. As a result, children understand and respond well to boundaries.

Staff understand that children will not make consistent progress and that they will occasionally revert to patterns of challenging and harmful behaviour. As a result, staff are resilient and confident in their responses. They work with other agencies and therapists to review their strategies and to develop new interventions. A social worker said, 'They all deserve medals. They have done such a fantastic job. I wish this team could be replicated.'

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

Leadership and management are highly effective. The manager is suitably qualified and experienced. She has high aspirations and is ambitious for children. The manager is held in high regard by children, staff and partner agencies. The cohesive staff team ensures that the young people are exceptionally well supported.

Managers know the strengths and weakness of the home. They act quickly to address any shortfalls or areas for development. The monitoring and review of plans is excellent. The home is able to evidence change in children's outcomes through a variety of systems.

Staff supervision and team meetings are structured, regular and well recorded. Staff feel able to share their experiences. They feel that managers support them to be resilient and to maintain their positive approach to the care of children. The staff team has started to hold 'family meetings' during school holidays. These meetings replace team meetings and are used as an opportunity to engage children with the whole staff team and to celebrate successes. Staff and children spoke highly about this innovative approach.

Staff have excellent relationships with other agencies. The manager is confident to challenge other agencies when necessary. This ensures that children have prompt access to any services that they may need. For example, children are well supported to access advocacy. This has led to life-changing outcomes for one young person.

Staff training is highly effective. The manager ensures that new staff receive a good package of induction training. More experienced staff are helped to achieve higher-level qualifications. Because the manager is ambitious for her staff as well as the children, some staff have gone on to take up management roles within the organisation.

## **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:** 1214266

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

**Registered provider:** Platform Childcare Ltd

**Registered provider address:** Suite 33 Anglesey Business Centre, Anglesey Road,  
Burton-On-Trent, Staffordshire DE14 3NT

**Responsible individual:** Zamir Lal

**Registered manager:** Andrea Spurr

## Inspector

Bev Allison, social care inspector

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