

SC052946

Registered provider: Care 2 Share 2 Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and accommodation for five young people who have experienced abuse, trauma and/or neglect, and present with a range of complex needs and behaviours. The home is one of three children's homes run by the same company. The company also provides a range of other services for children and adults, such as residential family centres, supported living provisions, outreach support, family support in the community and community-based parenting assessments.

The registered manager has been registered since May 2018.

Inspection dates: 10 to 11 February 2020

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 outstanding

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

Date of last inspection: 17 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/07/2018	Full	Good
24/10/2017	Full	Good
16/03/2017	Interim	Improved effectiveness
15/09/2016	Full	Good

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

Recommendations

- Poor behaviour should be challenged and discussed. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.11) Specifically, the registered person should review the effectiveness of the use of repeated sanctions or sanctions without a clear timeframe.
- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.10) Specifically, the registered person should ensure that when the level of risk changes, the written risk assessments and safety plans are updated without delay.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide a stable, positive and nurturing environment for young people. This approach creates a lovely atmosphere. Young people have very positive experiences.

Staff are skilled in forming positive relationships with young people, including those who have highly complex needs. An effective key-working system underpins the quality of relationships. Young people talked about staff with fondness and appreciation.

The care that young people receive is highly individualised. Staff ensure that young people's views, feelings and wishes are always respected and carefully considered. Staff's non-judgemental and supportive attitudes help young people to develop their confidence and uniqueness, and to learn to be respectful towards others.

Young people are supportive to each other. They enjoy spending time together. They visit various attractions and went away for a week-long summer holiday.

Staff ensure that young people receive health information, advice and support that they need. This includes all aspects of their health, such as mental health, sexual health and issues around substance misuse. Young people are committed to improving their health and engage well with specialist support.

Young people said that they like their bedrooms and are comfortable in the communal areas of the home. The premises are spotlessly clean and maintained to a high standard. There is a large garden with a separate building that is used for games, and a well-equipped gym.

Staff prepare young people well to become responsible and successful adults. A highly developed programme for promoting independence helps young people to develop their life skills. Many young people have continued to keep in touch with staff after they have moved on. This shows that they have developed strong positive relationships and a feeling of belonging.

Young people live in a home that is managed exceptionally well. They receive excellent support and, overall, make good progress in their lives. Although young people's progress is at times excellent, overall it is somewhat variable. Despite the staff's best efforts, some young people continue to behave in ways that put them at risk and their engagement with education is inconsistent.

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

The home has a strong safeguarding culture. Promoting young people's welfare is an intrinsic part of all staff's interactions with young people. Young people reported feeling safe and protected.

Staff display an excellent understanding of the risks to young people's safety. Young people's individual risk assessments are comprehensive and robust. Staff use a highly developed assessment tool to complete separate risk assessments. These highlight young people's vulnerabilities to being groomed into exploitative relationships and being exploited for sexual and criminal gains.

Young people's individual safety plans contain a comprehensive range of strategies to help them to be safer. Staff work tirelessly to help young people to develop better awareness of risks and stop behaving in ways that put themselves at risk. Young people complete training on a wide range of safeguarding topics to build on their knowledge of the risks and develop emotional resilience.

Staff follow an effective multi-agency procedure for reporting young people when they are missing from the home. Staff work closely with the police, the placing authorities and the families to find young people and help them to return home safe and well. Young people are always welcomed warmly into the home and given opportunities to consider the impact their behaviours could have on their safety.

While the majority of young people develop a better understanding of risks over time, for some young people, the progress in developing safer behaviours is limited and inconsistent. Overall, the home is doing well in helping young people to reduce their missing episodes. An example of this is the young person who used to go missing regularly from his family but has not gone missing since living at this home.

However, one young person's missing episodes have significantly increased this year, from occasionally being missing overnight to being missing for many days. While staff frequently review young people's risk assessments and safety plans, this young person's risk assessment/safety plan was not reviewed following the change in their behaviour.

Not updating the written documents in a timely manner has not had a negative impact on how staff safeguard this young person.

An effective system for rewarding young people's more constructive behaviours motivates them to keep on improving their behaviours. The sanctions that young people get for disruptive behaviours are appropriate. However, the same sanctions are sometimes repeatedly given to the same young people and, on one occasion, the timeframe for the sanction to take place was not clear.

The effectiveness of leaders and managers: outstanding

Leaders and managers are highly experienced and have worked in this home for many years. They have excellent levels of knowledge about the complex nature of young people's needs and about the social work sector as a whole. Leaders and managers have set exceptionally high standards for the service and are ambitious about what young people can achieve.

Staff and young people have full confidence in the motivation and expertise of leaders and managers. One young person said that the registered manager wants everything to be absolutely perfect in the home for young people. In particular, the young people who had experienced neglect value living in an environment in which they can trust that the adults would do anything in their power to help them to fulfil their potential.

The staff team shares the home's vision and shows the utmost commitment to young people. Reflective discussions, regular team meetings, frequent staff supervision and periodical reviews of professional performance ensure that staff are supported well in their roles. Furthermore, a comprehensive training programme helps staff to keep their skills up to date, continue with their professional development and gain qualifications.

Professionals who visit the home regularly talked highly about its ethos, the quality of care provided and the strength of partnerships. One professional said that this was the best home that they visit. Parents stated that they highly value how their children are supported in this home.

Leaders and managers make a strong and positive contribution to the parental responsibilities placed on the placing authorities for young people in their care. Leaders and managers are formidable advocates for young people. They are prepared to robustly challenge other professionals to provide the best service to young people.

The home's care plans are comprehensive and effective. Each young person also has a separate, detailed care plan that specifically addresses different aspects of their identity and other unique needs, such as those relating to their views on their own and other people's ethnic, cultural, linguistic and faith background, differing levels of ability, gender and sexual orientation. This is an example of commendable practice in relation to the promotion of equality and diversity.

The information on the young people's files shows that staff practices are evidence based. Beautifully arranged photographs and achievement certificates contribute to building young people's memorabilia and life-story work.

The monitoring of the quality of care and its impact on the young people is rigorous. A clear action plan supports continued improvement and development of the service. One of the improvements achieved in 2019 relates to having more insightful practices relating to the assessment of the risk to the stability in the home when considering admissions of new young people to the home.

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: SC052946

Provision sub-type: Children's home

Registered provider: Care 2 Share 2 Ltd

Registered provider address: 46 The Ridgeway, North Harrow, Harrow, Middlesex
HA2 7QN

Responsible individual: Mehnaaz Chaudhary

Registered manager: Mirela Ajanovic

Inspector

Seka Graovac, social care inspector

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