

2542024

Registered provider: Proactive Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two young people who may have emotional and/or behavioural difficulties.

The home is managed by a private company and employs a suitably qualified registered manager.

Inspection dates: 19 February 2020

Overall experiences and progress of children and young people, taking into account	good
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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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date

Inspection type

Inspection judgement

This is the home's first inspection since registration.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff and young people moved into this home following the de-registration of a previous property. Therefore, this is a new registration and the home's first inspection with Ofsted.

Young people benefit from well-planned, highly individualised care that promotes their needs effectively and contributes to change and improvement in their lives. Young people make good progress in relation to their individual starting points across all aspects of their development. Young people enjoy warm and secure relationships with staff and have consistency and stability in their lives.

A social worker reported, 'I feel that staff have a great rapport and understanding of the [young person] and his needs. I often see this reciprocated by the young person on my visits and he is clearly well loved and cared for.'

Young people are registered with the health services they need to promote their good health and their emotional and physical well-being. Medical consent is obtained, and staff are familiar with the types of health decisions and responsibilities that are charged and delegated to them. Staff maintain effective partnerships with all health professionals to promote the young people's good health.

Young people benefit from effective, high-quality support from staff through one-to-one working. Young people are provided with the advice and support they need to promote their resilience. Staff address the specific needs and behaviours of young people. They educate them about key issues such as sexual health, drugs awareness and personal safety, to encourage young people to lead and maintain a healthy, safe and sociable lifestyle.

School leavers are actively encouraged to further their education or attend some form of training or employment. A social worker reported, 'I have no concerns. They provide a very high level of service and meet all his needs. They are in regular contact with myself and support with education and any medical appointments. The manager is exceptional and attends any meetings at very short notice.'

Staff maintain effective partnerships with the families of young people and promote family time taking place. Consequently, young people sustain their close relationships with the people who are most important to them.

Young people benefit from positive activities to promote their interests and hobbies. For example, they enjoy in-house movie nights, fishing, cinema, cooking, shopping and free time. Young people have also experienced a holiday abroad in Tenerife with staff.

Eligible care leavers have pathway plans to support their readiness for independence and transitions towards adulthood. They develop life skills in shopping, cooking and

budgeting, with good support and encouragement from staff. Young people reported, 'It's alright but I'm leaving anyway as I'm nearly 18. I'm nervous but I'm OK. The staff have helped a lot with cooking, ironing and other stuff.'

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

Risks associated with young people are well known and understood by staff. Staff have a good understanding of the specific needs and emerging vulnerabilities of young people and take appropriate action to address them. The use of clear risk assessment and effective safe-working practices promotes the safety of young people. Young people are kept safe and feel safe, and have a strong sense of personal safety.

Young people are protected from abuse and all other forms of significant harm. Staff are trained in child protection and are alert to the possible indicators of suspected abuse and exploitation. Staff share concerns with the appropriate safeguarding authorities to support and protect young people. As a result, young people are safer because of the actions staff take to protect and support them. Staff maintain highly effective partnerships with the police, social workers and other safeguarding agencies to promote the safety and well-being of young people.

A senior case manager reported, '[The registered manager] is great at keeping me informed and updated. She and the staff are very child focused and genuinely care deeply for the children and act in their best interests.'

Risk-taking behaviours, such as drug misuse, offending and going missing for lengthy periods, have reduced in relation to young people's starting points. However, a recent concern has emerged where a young person had gone missing and was found at his family home, and is now refusing to return. Staff speak with him daily and do home visits to ensure his safety and well-being. Various strategy meetings have taken place and staff are working closely with the police and the placing authority to secure his safe return.

A senior case manager reported, 'I have been very happy with the quality of care. I have always found the staff to be supportive. The manager is very child focused and experienced and is very competent at keeping the young people safe and promoting their well-being.'

There have been no complaints, restraints, allegations of abuse or referrals to children and young people's services. Young people's behaviours are managed safely and effectively by staff. Young people benefit from a physically safe, appropriately secure, comfortable and homely living environment. The arrangements for health and safety are managed effectively to help provide a safe environment for young people, visitors and staff.

The effectiveness of leaders and managers: good

Since the appointment of the registered manager last year, the home has improved in its effectiveness under her management and leadership. The home benefits from her strong leadership, and she closely oversees the day-to-day operation of the home. The registered manager has high expectations of staff and high aspirations for young people. She ensures that the needs of young people are prioritised effectively, and that staff are well supported, supervised, managed and led.

The registered manager stimulates staff's enthusiasm and channels their efforts effectively. She actively encourages shared ownership of practice and ensures that staff meet the aims and objectives as set out in the home's statement of purpose. Staff provide a good-quality service for young people that contributes to sustainable change and improvement in their lives.

The home is visited by an independent professional who scrutinises the quality of young people's care and the arrangements to safeguard them and promote their well-being. The registered manager uses the home's internal and external monitoring activities to secure the home's continuing improvement. The registered manager has produced a detailed quality of care review covering the last six months, in which the progress and experiences of young people are appropriately reviewed and evaluated.

Young people benefit from well-qualified, trained and experienced staff. The registered manager ensures that the training needs of staff are identified and met, and that training is delivered and tailored to meet the specific needs of young people. Staff maintain highly effective partnerships with social workers, schools, health professionals and all other professional agencies to ensure that young people benefit from the best possible help and all-round support.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 2542024

Provision sub-type: Children's home

Registered provider: Proactive Care

Registered provider address: 2 The Chase, Bolton, Lancashire BL1 5HL

Responsible individual: Ashley O'Leary-Jones

Registered manager: Anita Elms

Inspector

Anthony Kyem, Social Care Inspector

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