

2502333

Registered provider: Brighter Futures For Children

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This short-break service re-registered under Brighter Futures for Children on 29 November 2018. The home can provide short breaks for up to six children at a time who have learning disabilities and/or physical disabilities and/or sensory impairment.

The manager has been registered with Ofsted since November 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspection of social care providers on 17 March 2020.

Inspection dates: 20 to 21 July 2021

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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: 12 March 2020

Overall judgement at last inspection: sustained effectiveness

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2020	Interim	Sustained effectiveness
03/12/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This short-break service continues to deliver exceptional care to children. Staff provide highly personalised and well-planned care that meets children's individual needs particularly well. Staff are skilled at gaining the views of children, which are central to all aspects of their care. Children enjoy an active and stimulating experience during their stay which helps them to achieve outstanding outcomes.

An established, skilled and committed staff team understands the needs and wishes of the children extremely well. This helps the children to grow in confidence and develop as independent individuals as far as possible. When children reach a target or achieve something for the first time, they are presented with a 'star moment' certificate. These certificates are shared with their parents and social workers, who celebrate children's achievements too.

Staff recognise the value of education and provide effective support so that children attend school regularly. They liaise with schools to share practice and strategies, to help them consistently meet children's needs and to help children achieve their potential. This excellent partnership between the home, school, parents and specialist health professionals contributes to the progress that children make.

Children benefit from a strong staff focus on developing their independence skills. Structured individual goals, which are meaningful, realistic and appropriately challenging, help children to make progress with their personal care and daily living skills. Staff are patient and supportive, helping children to acquire new skills to reach their potential. As a result of this exceptional care, children learn to do things for themselves, and their confidence and self-esteem grow.

The home is well maintained, bright, colourful and child friendly. Specialist adaptations and facilities provide ready access for all children to everything the service has to offer. Consequently, children are afforded equal opportunities. A wide range of resources, creatively used by staff, encourage and support the development of life skills through play. Staff continually review and update the toys and equipment within the home to ensure that children have a stimulating and enjoyable stay. The manager recognises that the garden area is underdeveloped. She is securing funding to improve this and has asked the children and staff for their ideas.

Excellent information-sharing with schools ensures a consistent approach to supporting children, which helps them to thrive. There is a flexible, responsive approach when children need more support. As a result of good communication, children's plans are detailed and regularly updated to reflect their needs.

Children's plans are comprehensive and combine all the relevant documents in one place, which helps to keep keyworkers updated of progress. The inspector noted that one child's plan had not been updated at the time of the inspection. Although this is not a statutory requirement and had little impact on the child's care, the manager did accept that this example fell short of their own very high standards for records.

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

Staff have an excellent knowledge and understanding of children's vulnerabilities. They follow clear and detailed risk-management strategies to provide safe and competent care for the children. Appropriate staffing levels ensure that children receive good support and supervision while being free to move safely in their home.

Children enjoy excellent relationships with staff. Staff are attuned to each child's preferred communication methods. This includes reading their behaviours and body language. Consequently, children are successful in communicating their wishes and feelings. Staff use praise to encourage children and promote positive behaviour. Consequently, children receive consistent approaches, which avoids the need for sanctions.

Effective systems are appropriately used to gain children's feedback following meals and activities in the home. Staff use this information to help them prepare for children's visits, taking into account individual preferences, which helps children to quickly settle and enjoy their stay.

Children's health needs are appropriately met. Medication administration processes are diligently followed by staff, who ensure that children's records are accurate and clear. Staff keep up to date with any changes to children's medication and these are well documented in children's individual caring plans.

Staff encourage children to attend to their personal care needs as independently as possible. Bathrooms visually display 'body part charts' that staff use to encourage children to identify their own body parts when routinely washing. This increases children's understanding about how to protect their privacy and supports safe caring methods.

Staff recruitment checks and processes are diligently completed prior to new staff starting work. Such practice greatly reduces the likelihood of exposing the children to unsafe adults.

The effectiveness of leaders and managers: outstanding

The established, highly committed and motivated staff team is effectively led by an experienced and qualified registered manager.

Comprehensive and rigorous monitoring systems ensure that the staff team maintains high standards of care. The pandemic has altered the times when children visit and how far in advance children's overnight stays are arranged with parents. However, the assistant home manager has worked tirelessly to ensure that children get the best possible experience, by ensuring that children visiting at the same time get along with each other.

Staff have a variety of skills and experiences which the managers use to best advantage. Duty rotas are well planned, ensuring staff strengths, experiences and training are considered in the light of children's specific needs. Consequently, the children are cared for by staff who are trained in meeting their needs and with whom children feel safe and comfortable. Excellent staff communication and clear handovers assist in children experiencing high-quality care.

New staff receive individually tailored induction and development processes that allow them to settle into their new roles confidently. Existing team members provide an added layer of guidance and support to new colleagues. Consequently, this inclusive and welcoming environment leads to excellent staff retention. The children benefit greatly from the stability and continuity that this brings.

Managers ensure that staff are very well supported through regular supervision. Staff are encouraged to continually develop and hone their skills within a positive learning culture. This ensures that children are extremely well supported by staff who are properly equipped for the role they undertake.

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: 2502333

Provision sub-type: Children's home

Registered provider: Brighter Futures For Children

Registered provider address: Reading Borough Council, Civic Offices, Bridge Street, Reading, Berkshire RG1 2LU

Responsible individual: Claire Lewis

Registered manager: Helena Macieira Baptista

Inspector:

Kelly Monniot, Social Care Inspector

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