

1245829

Registered provider: Resolute Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It is registered to provide care for up to three children with emotional and/or behavioural difficulties.

The registered manager has recently resigned, and a new manager has taken over. The new manager is required to submit her application to register with Ofsted.

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

Inspection dates: 22 to 23 September 2021

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: 10 December 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2019	Full	Outstanding
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

Children's progress is exceptional. Staff have an in-depth understanding of each child. Staff fully empathise with children, building warm and nurturing relationships, which helps children to thrive.

Children love living at this home. The house is full of laughter. The children get on well with all the staff and are happy and relaxed around them. Children are confident and comfortable in their home. They experience stability within a loving, family-style environment.

Children regularly access rich and varied experiences and opportunities. For example, children have enjoyed sky diving, tobogganing, mountain biking, walks in the Peak District, cycling, swimming and litter-picking in the local community. They are also about to embark on a sponsored walk for charity. The experiences children have in this home help to enhance their self-esteem, confidence and resilience. This gives children a strong foundation for when they are ready to move to independence.

Staff advocate strongly on behalf of children. For example, when a child's school placement was refused, staff worked hard to appeal the decision and ensure that the child got the school of their choice.

Staff support children to attend school. Close working with school staff means that children have significantly increased their attendance at school. Furthermore, children are achieving. A manager said: 'We want them to believe in themselves and what they can achieve. We recognise every achievement.'

Highly effective planning minimises risks for children in the home and in the community. Children are fully involved in their care planning and risk management plans. When children struggle, staff show understanding. They reassure children and support them through the difficult times. Staff do this with kindness, empathy and consideration.

Consultation with children is embedded into the culture of the home. Staff are open and honest with children. This helps children to trust staff and develop self-belief.

Leaders and managers carefully consider the needs of children moving into the home. They ensure that the staff have the right skills to meet the needs of the child and that the location is suitable. The views of all the children are of the utmost importance before deciding on whether a child moves into the home.

Children only leave the home when they are ready to move on and a suitable home has been found. When children move on, staff ensure that they leave in the way

they want to leave and say goodbye to the people who are important to them. Children continue to remain in contact with staff in the home and will pop round for meals and a chat. This helps children to settle into their new home, successfully transitioning into adulthood.

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

Creative and innovative strategies support children with their emotional well-being and self-regulation of their behaviour. Children's anxieties are understood, and staff provide comfort and reassurance to help children with their emotions.

Carefully targeted interventions, underpinned by a well-understood therapeutic model, support children with their emotional well-being. For example, staff and children talk about positive changes the child can make and each child is fully involved in the journey to make the change. A positive change might be about a child's education, relationships or engaging in activities. Whatever the change is, it is agreed between staff and the child.

Staff promote positive behaviour using restorative approaches. Sanctions are not used. For example, children will help to repair something they have broken or apologise to someone they have hurt. This approach helps the child to understand their own behaviour and learn how to regulate their emotions.

There are few incidents in the home. Staff speak to the children about what upsets them and what staff can do to help. This means that staff recognise when children are upset or anxious and put into action very clear plans to reduce anxiety. Subsequently, physical intervention is rarely used. However, staff are trained in physical intervention and know how to use it correctly.

Children rarely go missing from the home because they feel safe and secure. When children do go missing, staff spend time looking for them and then welcome them back when they return. In a multi-agency forum, staff try to understand why the child went missing and put in strategies to help reduce the child's need to go missing from the home.

The effectiveness of leaders and managers: outstanding

The registered manager has recently resigned. The responsible individual ensured effective management cover for the home for the short period that the home was without a manager. He has quickly found a suitably experienced manager who has made a seamless transition into the home.

The manager is ably supported by an operations manager, who has an in-depth understanding of the children and staff. Highly effective monitoring and quality assurance systems mean that children continue to make exceptional progress and succeed.

There is an established staff team who provide consistency, stability and security for the children. Staff are skilled and knowledgeable. They have access to excellent training opportunities. Staff are very well supported by managers and each other.

The manager and staff are child centred and ensure that children are fully involved in all decisions that involve them. The ethos of the home and the organisation is clearly characterised by high expectations and aspirations for themselves and the children they care for.

Partnership working with external professionals ensures that children's education, health, safety and well-being are strongly promoted.

A social worker said: 'They are more like a family as opposed to a care home.'

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: 1245829

Provision sub-type: Children's home

Registered provider address: 11 High Street, Ruddington, Nottingham NG11 6DT

Responsible individual: Paul Bancroft

Registered manager: Post vacant

Inspector

Joanne Vyas, Social Care Inspector

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