

1257065

Registered provider: Hampshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a local authority. It is registered to provide care and accommodation for up to four children who have social and emotional difficulties.

The manager has been registered with Ofsted since 14 July 2020.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 23 and 24 November 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: 14 January 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2020	Full	Good
20/03/2019	Full	Outstanding
21/12/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children flourish and thrive in this home. Children describe a caring environment where they can explore their emotions openly. Children say that staff listen to them. As a result, the children and staff have secure, supportive and respectful relationships.

Children make excellent progress because the dedicated and skilled staff provide stability in a nurturing and homely environment. Children have personalised their own bedrooms. There are many photos of children, both past and current residents, displayed throughout the home. Children know that they belong, and they feel a real sense of attachment to each other and the staff. Children told the inspector that it feels like a family home.

Children are succeeding in education because staff have high aspirations for them. Staff provide realistic and insightful support. Effective and regular contact with schools and colleges ensures that the children have consistent responses and continuous planning. As a result, all children have ambitions for their future, for example attending college and completing their qualifications. Children are motivated and keen to learn and, as a result, are making significant progress in relation to their starting points.

Staff engage in regular activities with all the children. Committed staff ensure that children attend various hobbies and clubs which are based on the interests and choices of the children. One child continues to be an outstanding football player, wishing to continue this into adulthood. Other children have successfully completed a three-day sailing trip. These experiences enhance children's life chances and this has increased each child's self-esteem.

Children benefit from consistent boundaries, expectations and responses from staff. This supports the model of care and the ethos of the home. Research-based practice and problem-solving, rather than consequence-based care, encourages children to make positive choices. As a result, children have made exceptional progress in developing effective strategies to manage their emotions. One child now spends more time with their family. The excellent progress of other children has been commented on by professionals. For example, children now successfully attend review meetings and fully contribute to the plans for their care.

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

Staff prioritise the safety of children at all times and encourage children to take age-appropriate risks, for example travelling on public transport or when using electronic devices. Consequently, children have made significant progress towards

independence and there has been a significant reduction in risk-taking behaviour in relation to children's starting points. Staff quickly recognise children's vulnerabilities when they arrive at the home and ensure that clear and consistent care is delivered at all times. Children are safe, and feel safe, at the home. A child told the inspector that in their previous placement they felt like a young child but in this home, they feel listened to and respected.

Children want to spend time with each other and staff. Because of this, children do not go missing. However, if children are late, staff are proactive and ensure that children's safety is always promoted. This minimises the risk to children from exploitation and harm. Children told the inspector that staff have talked to them about the dangers associated with going missing and how staff want to make sure they are safe.

When children have grumbles with each other, excellent interventions and de-escalation by staff mean that there are minimal incidents in the home. Staff speak with children and offer reassurance, providing an opportunity for children to rebuild relationships quickly and to learn how to manage their emotions and responses in the future.

The transitions involved when children move into or leave the home are exceptionally well managed. Optimum consideration is given by the manager and staff regarding the impact on the other children in the home. As a result, children experience positive new relationships and ongoing stability.

Children's risk assessments and other necessary documents are updated to reflect any change in dynamics or behaviour. The registered manager has thorough oversight of these and shares updates with all staff verbally and in writing. This ensures that children receive well-informed care and support from staff.

Excellent risk assessments and highly effective planning with the children minimise risk outside of the home when attending events such as concerts or outdoor activities. As a result, children have experienced exciting and new opportunities.

Children know how to complain and confidently said that they would talk to staff and managers if they wanted to make a complaint. They would also use the information in the children's guide or contact their social worker if needing additional help to do so. Staff know the children extremely well, recognising body language and triggers that may cause them distress.

When children raise concerns about their mental health, staff are quick to react and obtain support and access to the appropriate services. Staff have undertaken additional training to better understand the experiences of children. Staff have also invested in research-based theories to better understand their own behaviours and traits. This has helped staff to recognise strengths and use these in daily practice, for example identifying the member of staff best skilled to manage certain situations or go to for advice.

The effectiveness of leaders and managers: outstanding

The home benefits from an exceptionally well-skilled and knowledgeable registered manager, who is supported by an enthusiastic, forward-thinking deputy. The staff team is dependable, highly competent and reliable. This offers consistency, routine and stability to the children's lives.

The manager has excellent monitoring systems and quality assurance processes in place to identify any shortfalls. These are addressed quickly and meticulously by the registered manager and leaders. The manager's own review of the quality of care offers reflection on the home's strengths and weaknesses. In addition, the independent visitor offers an additional layer of scrutiny. Any recommendations from these visits are swiftly addressed by the registered manager. The responsible individual has full oversight of the home's operation and quality.

The inclusive relationship between staff and management results in a dynamic and effective delivery of service. Professionals have commented on the positive communication from the whole staff team, adding that they go above and beyond to improve the outcomes for the children.

Reflective supervision is the foundation of staff's excellent practice. Staff value supervision and invest in the process, saying that they feel empowered and listened to by managers and leaders. Innovation is threaded throughout practice. As a result, staff problem-solve for themselves and this is mirrored to the children.

Team meetings are dynamic and agreed actions are implemented quickly by staff, managers and senior leaders. Training for staff is accessible and well organised. A highly effective system highlights timescales and attendance required for a broad range of training and development opportunities. Therefore, staff remain up to date to meet the needs of children in their care.

The responsible individual and other senior managers are visible in the home. They know the children well and maintain ongoing dialogue with the registered manager and staff to remain up to date with care planning and decision-making oversight. This highlights the positive impact that living in the home has on children's progress and permanence.

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: 1257065

Provision sub-type: Children's home

Registered provider: Hampshire County Council

Registered provider address: 3rd Floor, Elizabeth II Court North, The Castle,
Winchester, Hampshire SO23 8UG

Responsible individual: John Stacey

Registered manager: Vincent White

Inspector

Jill Sephton-Wright, Social Care Inspector

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