

1183173

Registered provider: TLC Youth Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to four children with emotional and social difficulties.

The home is led by a registered manager who was appointed on 3 September 2021.

Inspection dates: 16 and 17 August 2022

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

Date of last inspection: 22 February 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/02/2022	Interim	Improved effectiveness
25/05/2021	Full	Requires improvement to be good
18/02/2020	Full	Outstanding
23/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children like living at this home and they are thriving. Relationships between children and staff are good. Staff speak very highly of the children. One child said, 'All of the staff are nice and do a good job looking after people.' The home is well maintained and comfortable. Children's rooms are large and personalised.

Children are involved with their own care plans and risk assessments. They are written with the child and presented in a child-friendly way. Children's individual needs are clearly identified. This improves the way staff care for each child.

Children have made good progress with their education. All the children have now left school. Two children are going on to study at colleges. Another child has been in employment and is moving to a more independent living placement soon. This enhances children's options for the future.

Children's achievements are celebrated. Creative memory books have photographs of children enjoying activities and key events such as prom night. These memory books provide children with a lasting record of their time living at the home.

There are weekly catch-up meetings and regular one-to-one time between children and staff. Equality and diversity are promoted and celebrated. Topics discussed are supported with information sheets, presentations and quizzes. This helps to develop children's understanding of others.

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

Assessments of risk are clear. There is a detailed therapeutic risk assessment for each child. An individual risk assessment is also completed with the child. They are reviewed regularly and discussed in team meetings. This provides staff with clear direction on how to keep children safe.

Allegations are taken seriously and managed well. Safeguarding records are clear and detailed. There is clear management oversight of allegations against staff members. Other professionals have been involved where appropriate. There is evidence of further work with staff and children following all allegations. This ensures that children are kept safe whilst processes are followed.

Incident reports are recorded in detail. Managers provide oversight of incidents and identify required actions. A child-friendly debrief has been introduced. There is also a staff debrief with the manager. As a result, staff and children reflect on and learn from incidents.

Staff are trained in de-escalation and positive handling techniques shortly after joining the home. A member of the leadership team is a trainer of the preferred

intervention method which helps to keep staff up to date with their training. An emphasis on de-escalation ensures that physical interventions are rarely required.

A psychotherapist, independent from the provider, works regularly with the staff team. Individual and group support is given to staff and the manager. The emphasis is on the lived experience of the child. Staff are helped to understand behaviours and how they have reacted to behaviours.

The effectiveness of leaders and managers: outstanding

The manager is extremely reflective and passionate about her role. She is aware of her own and the team's strengths and weakness. She has a clear vision for the home and has development plans in place to achieve this. As a result, there is a drive to ensure that all aspects of the service deliver the best possible care for children.

The manager has oversight of all aspects of the service. This is recorded on reports, plans, assessments and documents. Weekly and monthly manager audits are detailed. There is an additional regular audit by the responsible individual. This ensures that leaders know the children, staff and work practices well.

The manager has created a learning culture. New ways of working and recording have been introduced. A quiz is used to identify each staff member's preferred learning style. Policies, procedures and theories are discussed in individual and team meetings. The staff and team development is focused on the needs and experiences of the children.

The manager has excellent support from an experienced responsible individual. The responsible individual has close contact with the home and knows the children and staff well. He shares the manager's vision for the home. He speaks highly of the children, staff and manager. This improves the motivation and morale of the team.

Staff speak positively about the manager and the responsible individual and the support they are given. Other professionals speak highly of the home. One social worker said, 'The communication has been great, especially from the manager. The care for [child] is excellent.'

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: 1183173

Provision sub-type: Children's home

Registered provider: TLC Youth Care Ltd

Registered provider address: 19 Harrier Park, Northampton, Northamptonshire
NN4 0QG

Responsible individual: Duncan MacKenzie

Registered manager: Krisna Sisodia

Inspector

Shaun Caplis, Social Care Inspector

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Piccadilly Gate
Store Street
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