

# 1183136

Registered provider: YMCA Robin Hood group

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to provide care for up to two children who experience social and emotional difficulties.

The home is led by a suitably experienced registered manager.

### Inspection dates: 1 and 2 November 2022

**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:** 22 June 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2021	Full	Good
30/04/2019	Full	Good
26/06/2018	Full	Good
20/10/2017	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Staff have a very good understanding of each child's needs. Thorough care planning and positive risk management help staff to provide excellent care and support. Children can make choices and express their preferences. They are aware of, and are involved in, the plans about their care. They are able to assert themselves and grow in confidence. As a result, children feel valued.

Children grow in self-confidence and self-esteem because they are very well supported by staff. Children can express their individuality and they have their say and get involved in activities and other things happening in the home. Children are happy and motivated, and they make exceptional progress because of this.

The registered manager and staff provide children with a warm and nurturing home environment. Staff speak about children with warmth and enthusiasm. They demonstrate unwavering commitment to children. One professional said, 'It is the best home they have been to, feedback and communication from all staff is outstanding.'

Staff prioritise children's education. They motivate children to learn. Children make exceptional progress in line with their education plans. The communication between the education provision and staff is very effective. This ensures that children receive consistency in their care and education.

Staff support children to have good memories of their time at the home. Staff help children to keep photos and a journal, and staff contribute positive messages. However, children's views about the home and day-to-day arrangements are not captured as well or as consistently as they could be. Consequently, this is an area of consultation and inclusion that could improve.

Children enjoy good health. Staff understand the children's individual healthcare needs well. They encourage and support children to attend health appointments, as required. Staff motivate and encourage a healthy lifestyle. This also supports the children's emotional health and well-being.

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

Children have very trusting relationships with staff. The registered manager and staff provide children with a consistent, reliable daily routine. Children enjoy this. Staff provide emotional warmth and understanding. This supports children to feel protected and secure.

Children have excellent, individualised care plans. These plans are detailed and are constantly reviewed. The plans provide staff with consistency and clarity on the actions they need to take to keep children safe. Children are involved in their plans. They know their goals and how to reach them. Because of this, children can recognise risk and manage challenges and age-appropriate risks in a safe way.

Staff support children to develop their knowledge and interests. This includes becoming more independent and being exposed to age-appropriate risks. Staff are confident in helping children to develop their skills. For example, staff and children research areas of interest and discuss these together. This helps children take responsibility and creates an environment of accountability and fairness.

Staff have a clear understanding of their safeguarding roles and responsibilities. Staff receive safeguarding training. Keeping children safe is also discussed in one-to-one meetings and team meetings. When there has been a safeguarding incident, the registered manager and staff are reflective in their practice. Because of this, safeguarding practice is adapted in line with the changing needs of each child.

Complaints and whistle-blowing procedures are accessible and fully understood by children and staff. The quality of relationships between staff and children means that children have not felt it necessary to make any complaints or raise concerns formally. However, when one external complaint was received, the registered manager was quick to respond and resolve the matter positively.

### **The effectiveness of leaders and managers: outstanding**

The registered manager is enthusiastic about her work and is a positive role model. Her commitment and drive have been instrumental in making the house a home. She has developed a culture of high expectations and standards of care for children. As a result, children thrive in a nurturing environment.

A key strength of the home is the way that the registered manager monitors and reviews all aspects of each child's care. Monitoring systems are excellent. Reflective practice for staff is strong, and managers use what they learn through monitoring the care provided to continually improve. Because of this, plans are dynamic in nature and change with the child. This contributes to providing consistent, positive and child-centred care.

Staff feel very well supported in their roles and day-to-day practice. The registered manager is visible and approachable. They work well together, and staff morale is now extremely high. Because of this, the registered manager and team have ambitious, creative plans to improve the outcomes for children.

Partnership work with external agencies is very positive. During this inspection, professionals commended the manager and staff on the very good communication and the excellent quality of care provided. A common thread in the feedback provided by stakeholders is the positive communication, the progress children make and how happy they are living at the home.

Staff are provided with regular formal one-to-one meetings, and they have development plans. These discussions and plans are reflective. The registered manager is aware of the strengths and skills of each staff member. She is able to challenge staff, in a thoughtful manner, to support them to make progress and develop. This approach motivates the staff in their learning and development.

The registered manager has a clear development plan. This is focused on driving through planned improvements to the home. The development plan is ambitious and promotes the long-term goals of the home, to continue providing the very best care to children.

## **What does the children's home need to do to improve? Recommendation**

- The registered person should ensure that children are consulted regularly about their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted on. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)

## **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:** 1183136

**Provision sub-type:** Children's home

**Registered provider address:** YMCA Robin Hood Group, 16 St James's Street, Nottingham NG1 6FG

**Responsible individual:** Brenda Serrant

**Registered manager:** Eleanor Walters

## Inspectors

Thirza Smith, Social Care Inspector  
Corline Parker, Social Care Inspector

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