

# SC001452

Registered provider: Five Rivers Child Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and managed by a private provider. It provides care for up to six children who have emotional and/or social difficulties.

The inspector spoke with all four children who live in the home during this inspection.

The manager registered with Ofsted in January 2021 and is appropriately qualified.

### Inspection dates: 25 and 26 January 2023

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
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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:** 22 March 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2022	Full	Good
03/02/2020	Full	Outstanding
07/11/2018	Full	Outstanding
24/01/2018	Full	Outstanding

## Inspection judgements

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

This is an exceptionally happy family home, with the children's presence felt, seen and heard throughout. Children love living here. They have fun and make phenomenal progress. The quality of children's lives significantly improves because of their experience of living in the home.

Despite moving into the home in difficult circumstances, and often after a succession of placement breakdowns, children begin to make almost immediate progress. Children receive outstanding care from adults who immerse themselves in the children's lives, because of their desire to help them. As a result, children settle quickly and start to form warm and positive relationships.

Children are shown unconditional love and that they deserve to be loved. As a result, children feel valued and become more confident and positive. A family member said, 'They are just the very best, [child's name] feels very loved there.'

The home's model of therapeutic parenting is worthy of wider dissemination. This practice means that the staff are attuned to and respond well to the children's complex needs and adverse childhood experiences. Staff show empathy, and they are playful and curious, which provides the children with a secure and solid foundation. As a result, the children receive specialist care to aid their recovery from trauma.

The children share meaningful and trusting relationships with all the staff, and they enjoy spending time with them. They enjoy the care and affection shown to them by the staff, and they instinctively seek out interactions with staff. The strong and unconditional relationships that the children have with staff allow them to feel accepted, build on their self-esteem and enjoy their time at the home.

The children benefit from an array of new experiences and opportunities to make friends and to take part in enjoyable activities. Staff are skilled in using the resources of the home and those in the wider community to provide positive experiences. The children have opportunities that may not have been possible for them without the experienced, skilled care they receive.

Staff help children to spend time with those who are important to them, sometimes for the first time in several years. Staff are creative in how they arrange, facilitate and support this. This is significant in promoting the children's identities and helps them to maintain important relationships.

The views and wishes of the children are incredibly important, and they are obtained frequently and in a variety of ways. This ensures that all children can express their opinions. The influence of the children can be seen throughout the home, from the

meals they eat, to the activities they enjoy and the decoration of the home. This helps children to feel important and listened to, and further reinforces their trust.

The home's environment is impressive; it is completely child-friendly and welcoming. The staff maintain the home to an excellent standard. Children's artwork is on display throughout the home, creating a colourful and child-friendly environment. There is an abundance of photos on the walls that reflect the many memories made. As a result, children identify their home as a safe place to play, have fun, be imaginative and explore.

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

The children's risk assessments and home-care plans are clear and thorough. They fully detail each child's individual needs and vulnerabilities. They provide staff with clear guidance on the strategies they must use to manage and reduce the risks for the children. These assessments are regularly reviewed and discussed in a variety of forums. This means that the staff have current information and can provide exceptionally good care that is appropriate and consistent to meet the children's needs.

Although serious incidents are rare, the staff know what to do when they arise. The managers ensure that the staff are regularly reminded of the provider's policies and procedures, as well as the children's individualised protocols, during the staff's supervision sessions and team meetings. This helps to better protect the children as the risks to them are reduced.

Staff have an in-depth understanding of the children's presenting behaviours. They work hard to connect emotionally with the children, to better understand what children are communicating. As a result, behavioural incidents and incidents of self-harm have significantly reduced.

Children do not go missing from the home. They do not experience bullying, and physical intervention is only used as a last resort. The managers closely monitor its use to ensure that it is practised safely. Staff are skilled in de-escalation techniques and using language that is therapeutic and nurturing. The children respond well to this approach and feel calmer. Consequently, incidents of children becoming anxious, frustrated and upset have reduced.

At all times, the safety and well-being of the children are prioritised. When allegations are made, the managers respond swiftly, and they ensure that the correct procedures are followed.

Staff are restorative in their approach, and they use a therapeutic system for highlighting positive behaviour. The staff support the children to understand the natural consequences of their actions. This practice supports and encourages the children to take responsibility for their own behaviour.

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

The home is led and managed by an inspirational and dedicated manager who holds high aspirations for all of the children. The manager is supported by a very capable deputy manager and a diverse and stable staff team. The staff share the manager's enthusiasm and ambition for changing the lives of children. This ethos enables the children to flourish at this home.

Staff are completely invested in the home's therapeutic approach to care, and they support the children to build resilience, enjoy learning and feel valued. Although they are professional, staff take immense pride in the children's progress and achievements, and they treat the children with positive, unconditional regard. One staff member said: 'I absolutely love working here; seeing the change in children's lives and helping them to recover from trauma is so rewarding.'

The manager is forward thinking and promotes a learning culture. She uses research-informed practice to continually develop the staff's skills and knowledge. Learning is then disseminated through meticulously planned team meetings. This means that the staff continually update their practice so that the children are cared for by a highly skilled team.

Staff receive regular, purposeful supervision, which is underpinned by the therapeutic parenting model used in the home. Staff feel that the process is empowering and supportive and helps them to maintain good health and well-being. The manager has developed an innovative progression model. This effective succession planning promotes continuous professional development to inform practice and improve the lives of the children.

The staff team works incredibly well together, with more than one referring to the team as being like a 'family.' One staff member said, 'I feel the children are provided with the best possible care, education and therapy. I believe the fact that we work as an integrated team with school and therapy, benefits the children and provides them with the consistent approach they need.' This joined-up approach contributes to the best outcomes for children and enhances their futures.

The managers understand the children's needs explicitly as they spend time with them, and they maintain a high level of oversight over the children's records. Measurable outcomes are monitored and assessed to aid with the children's continued progression. Children's documents give an excellent insight into the children's backgrounds and the exceptional progress that they have made since moving into the 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:** SC001452

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

**Registered provider:** Five Rivers Child Care Limited

**Registered provider address:** 47 Bedwin Street, Salisbury SP1 3UT

**Responsible individual:** Timothy-John Matthews

**Registered manager:** Stacey Wagstaffe

## Inspectors

Claire Webster, Social Care Inspector

Janine Shortman-Thomas, Social Care Inspector

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