

1245829

Registered provider: Resolute Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children who have emotional and/or behavioural needs.

The manager is registered with Ofsted and is suitably experienced.

Inspection dates: 6 and 7 February 2023

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: 22 September 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/09/2021	Full	Outstanding
10/12/2019	Full	Outstanding
09/01/2019	Full	Outstanding
20/02/2018	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The registered manager and staff provide children with a warm and nurturing home. All areas of the home are welcoming. Photos of children are displayed in communal areas. Children and staff socialise and have meals together. This creates a real sense of belonging for children.

Staff speak about children with warmth and enthusiasm. They demonstrate unwavering commitment to children. One child said, 'It is the best home I have been to and I never want to leave.'

There is a strong focus from staff on supporting children to have good memories of their time at the home. Staff regularly take photos and videos of children. Children have unlimited access to their memory boxes, which include memorabilia from their time at the home. This supports children to reflect and understand their experiences.

Staff empower children to make choices and decisions about their day-to-day care and future plans. Children are given the tools to encourage conversation and share their emotions with staff. For example, one child uses fictional character emotion cards to explain how they are feeling. Another child is provided with photo stories to support them to understand what is going to take place. This approach works because staff support children to feel safe and to understand their emotions.

Children's abilities and talents are encouraged and nurtured. Staff never stop creating opportunities for children to be able to enrich their lives. For example, one child is interested in Lego and the manager has supported him to have the space in his bedroom to build a Lego city. Another child who enjoys singing was supported to attend a community choir and now has a karaoke machine. The manager has also purchased items to encourage another child's culinary skills.

Staff support and encourage children to engage in a diverse range of community activities specific to their needs. Children are encouraged to socialise with their peers. This supports children to develop relationships and builds their independence.

Children have not made any formal complaints and say that if they were unhappy they would speak to staff. However, children are not aware of the complaints procedure. This could prevent children from receiving support, because staff may be unaware of their concerns.

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

Staff and children say that the manager is very approachable and available. For example, when children return from school, they seek her out to have a conversation about their day. The team works well together, so that children have excellent experiences.

All staff members have undertaken safeguarding training. They understand children's needs and risks. Management of risks is clear and enables staff to support children. Staff are aware of the processes to report safeguarding incidents to external agencies.

Children are given the opportunity to reflect on all incidents. This supports them to understand the decisions made by the staff. As a result, children are assured that staff will do everything to keep them safe.

Staff have a clear understanding of children's needs. They regularly share information with external agencies. This ensures that children receive support from all professionals who are involved in their care. Staff work closely with the home's therapist. This supports staff to understand children's vulnerabilities. Children's lives have improved as a result of the care they receive.

Children rarely go missing from home. If they do go missing, it is for short periods. Staff follow procedures to ensure that children are as safe as they can be.

Children's health needs are met and they are healthy. Medication is stored safely and securely. Staff are transparent about any errors. The manager reviews any inaccuracies appropriately. This enables staff to receive support with any identified training to support children's health needs.

Thorough recruitment processes are followed to help ensure that only those adults who have been assessed as safe to work with children are employed to work in the home. As a result, the manager has a committed and motivated team.

The effectiveness of leaders and managers: outstanding

The manager has high expectations of the staff team. She is approachable and leads by example. The manager works hard to improve outcomes for children.

Staff say they are very well supported. They work well together with the manager and, as a result, staff morale is extremely high. The manager is aspirational for her staff and supports and encourages them to excel in their careers. Because of this, the manager and team have ambitious and creative plans to improve the outcomes for children.

The manager is a strong advocate for children and challenges the placing authority when decisions are made which are not in children's best interests. For example, she

has escalated her concerns in relation to one child's contact plan, to better safeguard the child.

The manager is consistently creative and uses research to provide the best opportunities for children. For example, she has designed a five-step guide to support children to understand their plans. As a result, children are encouraged to discuss their wishes and feelings.

Staff have regular supervision and attend team meetings. These meetings support staff to reflect on children's needs. Additionally, they provide an opportunity for staff to reflect on their own practice, raise any concerns they may have and to receive any identified support.

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

Recommendation

- The registered person should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without fear that this will result in any adverse consequences. Regulation 39 sets out the requirements on the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. This specifically relates to children not knowing how to make a formal complaint. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

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: Resolute Care Ltd

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

Responsible individual: Paul Bancroft

Registered manager: Joanne Fox

Inspector

Corline Parker, Social Care Inspector

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Piccadilly Gate
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