

1254740

Registered provider: South West Childcare Services

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 and registered to provide care for up to two children who may have social and emotional difficulties. There was one child living at this home at the time of the inspection.

A qualified registered manager has been in post since 11 October 2022.

Inspection dates: 20 and 21 June 2023

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

Date of last inspection: 25 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2022	Full	Good
25/11/2021	Interim	Improved effectiveness
09/06/2021	Full	Requires improvement to be good
17/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has developed strong and trusted relationships with the adults who support them. Staff know the child well and invest time in the child to ensure their voice is heard and their welfare is promoted. The child has developed a sense of belonging and they continue to make progress and experience positive outcomes. The child's placing social worker commented that they were really pleased with the support their child receives, and that staff understand the child's needs and know them inside out.

The child is treated with dignity and respect by staff, who put consistent and clear boundaries in place. The child feels safe to share their thoughts, feelings and concerns with the adults who support them. Staff listen to the child and sensitively respond to their needs. This supports the child to develop a positive self-view and build emotional resilience.

Staff place great importance on supporting the child to attend school and have their educational needs met. Staff liaise effectively with the school to ensure the child has the best opportunities to succeed. The child is currently on a reduced school timetable. Staff are supporting the child's additional educational activity throughout the day and promoting the child's return to full-time education as soon as possible.

Staff place the well-being of the child at the centre of everything they do. The child enjoys spending time with their family with no unnecessary restrictions in place. Supportive staff understand how important the child's family members are to them and work hard to ensure this meaningful contact is maintained.

Staff place great importance on the child having every opportunity to experience a range of social and recreational activities. The child has enjoyed many days out, which include trips to the beach, a theme park and a safari park. A memory book captures these special days out in photos so that the child can look back and relive positive emotions.

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

Staff are acutely aware of the benefit of taking a positive risk approach and enabling the child to take age-appropriate risks. The child has been enabled to progress and have unsupervised time with their friends in the community. The child now spends quality time with their friends safely socialising independently, without unnecessary restrictions. This has helped the child to develop their self-identity and form good relationships with peers.

The child is kept safe by competent staff who understand the support they need. Well-trained staff respond promptly when incidents occur and support the child to manage their own behaviour safely. Incident records are comprehensively reviewed

by the manager and lessons learned are identified to inform staff practice and develop a better understanding of the child. Restrictive practice to manage a child's behaviour has been used once since the last inspection. The recording of this incident was not up to the high standard of other records and important information was omitted. However, the action taken to minimise future risk and keep children safe was thorough.

Staff follow a clear protocol when the child goes missing. They take urgent action and implement a well-coordinated response to help protect the child, reduce their risk of harm and ensure a safe return home. Reflection takes place after each event and the in-house therapies team is used to inform and revise staff practice.

The child lives in a home that has a warm and homely feel. The physical environment is well maintained, safe and secure and protects the child from risk of harm. There are several appropriate risk assessments in place that are continually reviewed and updated. This ensures staff understand know precisely what to do to minimise risk and keep the child safe.

The effectiveness of leaders and managers: good

The home is managed effectively and efficiently by a suitably qualified, caring and experienced manager. The child is at the heart of every decision made and is included in all aspects of the home's development. The home is run effectively and efficiently by a permanent and competent staff team. Staff receive regular supervision that focuses on the child's progression and experiences.

Leaders and managers use learning from incidents to inform staff practice. The child's thoughts and wishes are always sought. The in-house therapies team is used to help address areas where improvements are necessary and supply additional bespoke training to staff around the child's individual needs. This enhances the care and support the child experiences and ensures positive outcomes.

The manager works proactively and has developed positive and effective relationships with external agencies. They advocate on behalf of the child to help ensure they experience positive outcomes. A social worker said that the manager and their staff are all competent and quick to get in touch to discuss any concerns and keep them informed.

Staff feel valued and show sincere passion in wanting to do their very best for the child. They spoke with genuine pride about how the child has settled in their home, the relationships they have been able to form and the positive difference they have helped make to the child's life. Staff conveyed the trust they have in the manager, and how they are encouraged to progress and develop, ensuring they have the skills and support to enable the child to continue to grow.

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

Recommendation

- The registered person should ensure that children's records are clearly written. Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1254740

Provision sub-type: Children's home

Registered provider: South West Childcare Services

Registered provider address: Maybrook House, Second Floor, Queensway,
Halesowen, West Midlands B63 4AH

Responsible individual: Guy Mammatt

Registered manager: Hilary Bance

Inspector

Gary Turney, Social Care Inspector

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