

SC463926

Registered provider: Bay View Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a private provider and is registered to provide care for up to six children.

The registered manager has been in post since September 2022.

Inspection dates: 27 and 28 June 2023

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: 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
27/10/2021	Full	Good
30/10/2019	Full	Outstanding
16/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, five children were living at the home. Since the last inspection, one child has left in a planned way to be closer to their hometown, and one child has moved in. All five children were spoken to as part of the inspection.

Staff provide excellent care and support to children. This means that children make exceptional progress. Consistent and trusting relationships between children and staff allow children to form positive attachments and feel safe and secure.

Children engage in a wide range of activities and hobbies. This has enabled children to take up new hobbies, become more confident and make new friends. All activities and experiences are appropriately risk assessed. Children are actively involved in their local community and have recently taken part in fundraising for a local charity.

Emotional health and well-being support for children and staff is provided by a skilled clinical team. This complements the therapeutic model of care delivered by the manager and staff team. As a result, children benefit from staff who are empathetic and reflective. Children's outcomes are enhanced as a result.

All children are making very good progress in their education settings. Staff go above and beyond to make sure that children's education provisions fully meet their individual needs. An independent reviewing officer told the inspector that the manager was instrumental in securing a construction-based placement for a child. As a result, the child's attendance, confidence and well-being have improved. The child now has a goal for his future career. One teacher told the inspectors, 'I have always been very impressed at the consistency, reliability and compassion I have seen from the staff.' Positive relationships with partner agencies allow children to reach their full potential.

The quality of direct work carried out with children is exceptional. Staff sensitively talk to children about key issues, such as racism, misogyny, bullying and managing feelings. Staff identify creative ways, including videos, quizzes, flash cards and games, to educate children on key issues. This captures children's interests and has led to more meaningful engagement.

The home environment is maintained to a good standard. The home is welcoming and there is a relaxed atmosphere. The home was undergoing improvement work at the time of the inspection. Children have been consulted about the improvements and are excited to see their new bathroom.

Children have many opportunities to contribute to decision-making and feel confident to raise any issues or suggestions. The inspectors observed children chatting to each other, offering advice and engaging in activities together.

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

Children's risk assessments are up to date and include all pertinent risks. They are developed alongside the clinical team. Children's risks are known and fully understood by the team. Effective and creative direct work with children has helped staff to understand associated risks and supported them to handle situations. As a result, risks have reduced significantly for the children.

The registered manager is passionate about research-informed practice and incorporates this into the day-to-day running of the home. This has made a significant difference to the lives of the children.

Staff support children to take age-appropriate risks. Children benefit from sensible and proportionate plans that promote their independence and prepare them for adulthood. As a result, children enjoy activities, part-time employment and time with their friends and family.

Children who have previously gone missing from home no longer do so. When children are out enjoying time in the community, they keep in touch with staff and follow plans that are in place. If children are reported missing from home, there is a clear protocol in place for staff to follow. Children receive return home interviews within timescales by an independent person.

Staff are highly trained and skilled in behaviour management and use their knowledge to support children effectively. Restraint is rarely used in the home. If restraint is needed, it is used in line with regulation and is deemed as fair and proportionate.

Positive behaviour is encouraged in the home. Staff use appropriate consequences and rewards to help children understand their feelings and acceptable behaviour.

Robust monitoring of devices and the internet ensures that any inappropriate use is flagged and dealt with promptly. Staff use online resources and direct work sessions to educate children to be safe online. This has helped them to recognise dangers and warning signs.

All safeguarding incidents have been dealt with appropriately and without delay. Staff work effectively with partner agencies to ensure that children are safeguarded.

The effectiveness of leaders and managers: outstanding

The home is managed by a strong and inspirational leader. She has exceptional knowledge and understanding of the children in her care. Children are at the heart of everything. The manager ensures that children's input and ideas are fully always considered.

High-quality support and training help staff to deliver individualised care to children. Staff speak highly of the emotional support they receive and the positive difference this has made to staff morale, motivation and retention. As a result, children are cared for by a stable and consistent team.

Team meetings are well attended and held regularly. They link to research and development, which enables the team to strive to improve. The manager and deputy managers promote positive team spirit and are nurturing and supportive.

There are strong systems in place to monitor the progress children make. These reflect the positive impact the high-quality care is having on children's lives. The management team has high aspirations for staff and children.

Placing authorities are extremely complimentary about the staff and the care provided to children. They hold the manager in high regard. A child's social worker told the inspectors:

'The manager wholeheartedly supports the young person in expressing his wishes but is also honest with him when things can't or don't happen as quickly as he may want them to. Her attitude is always positive, with a solution-focused approach in all she does.'

The provider ensures that an independent person visits the home each month and responds without delay to any actions raised. However, the independent person does not always record an opinion as to whether children are safeguarded effectively.

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

- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: SC463926

Provision sub-type: Children's home

Registered provider: Bay View Childcare Limited

Registered provider address: Core Assets, Malvern View, Saxon Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Christopher Thompson

Registered manager: Danielle Hodgson

Inspectors

Jessica Higginson, Social Care Inspector

Helen Fee, Social Care Inspector

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