

2720522

Registered provider: Utopia Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care for up to three children who may experience complex social and emotional difficulties.

The manager registered with Ofsted on 17 July 2023. She has an appropriate qualification and is suitably experienced.

Inspection dates: 26 and 27 October 2023

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

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

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home was registered in July 2023, one child has moved into the home and is currently living there. Staff ensured that the child had a smooth transition and a warm welcome when she moved in. As a result, the child was familiar with the staff and her environment before moving in.

Staff provide good care for the child. They understand their life journey and go above and beyond to provide a home environment that is welcoming, homely and nurturing. As a result, the child is beginning to trust the staff and says she likes living in the home.

Staff are creative in finding ways to have meaningful discussions with the child. Staff have compiled a reference book that includes topics based on the child's care plan. Staff use this to help the child engage in discussion and make conversation easier.

Staff ensure that the child's health needs are met. When the child has faced barriers to accessing services, staff have been relentless in offering support and encouragement. As a result, the child is attending appointments with confidence.

Managers and staff have worked hard with external professionals to support the child's reintegration back into education. Staff have set up introductory meetings with school staff to help the child go back to school. At the time of the visit, the child met with education staff and spent time asking questions and making notes. The child told the inspector that she was happy to be returning to her education.

Staff actively encourage the child to take part in activities she enjoys. Additionally, the staff have created a safe space in the garden with seating, shelter, and sensory lights where she can retreat in comfort.

Family arrangements are discussed and arranged in partnership with the social worker. Staff are committed to providing the support required. This helps the child to keep in touch with family members who are important to her.

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

Staff are skilled at managing the child's risks. Clear planning and strategies that identify and support staff to manage the child's risk-taking behaviour have reduced self-harm and missing-from-home incidents.

Additional staff are in place at night to keep the child safe. Waking night staff are provided with clear, informative guidance that equips them with knowledge and protocols should the child go missing from the home. Staff have been creative in seeking out what helps the child when she is anxious at night. For example, staff offer to take the child for a drive if she is unsettled.

The manager has taken action to protect the child when they felt the child may be at risk of exploitation. The police have been able to work with the information shared by the manager and staff to determine the risk level. This protected the child from harm.

Staff do not use physical intervention. Staff are skilled in recognising triggers for behaviour. A social worker said, 'The team have been able to demonstrate they care and there are boundaries, and they will keep her safe. Sticking to boundaries has been beneficial for her.'

When complaints and allegations occur, managers take appropriate action to refer them appropriately and investigate concerns. This keeps the child safe and protected from harm.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified registered manager. She is supported by an experienced and suitably qualified deputy manager. The managers are dedicated and ambitious. They have high expectations for the child and are driven to help her achieve her best.

The responsible individual has been instrumental in supporting the manager and staff team. As a result, the manager and staff team feel supported.

The manager has not updated the statement of purpose to clearly reflect the type of children that the home is registered for. This can be misleading to anyone wishing to place a child at the home.

The manager understands the strengths and weaknesses of the service. She has a workforce development plan in place. She knows what progress the child is making because the monitoring and review systems she has in place are effective. She also spends quality time with children and staff. This ensures that she is up to date with how the staff are delivering care and what this feels like for the child.

Staff are provided with good training, induction and supervision. This ensures that staff continue to improve their professional development and receive valuable feedback about their practice. Added support is provided to staff through welfare checks outside of formal supervision.

Partnerships with other professionals and effective communication are real strengths. Professionals speak well of the care that the registered manager and the staff provide.

What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (3)(a))</p> <p>In particular, in relation to the conditions of registration.</p>	<p>24 November 2023</p>

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: 2720522

Provision sub-type: Children's home

Registered provider: Utopia Childcare Limited

Registered provider address: Audley House, 9 Bedford Grove, Alsager, Stoke-on-Trent, Cheshire ST7 2SR

Responsible individual: Paulette Hussey

Registered manager: Naomi Roberts

Inspector

Michelle Spruce, Social Care Inspector

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