

# 1227335

Registered provider: Exceptional Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is run by a private provider to provide care for up to three children who may have social or emotional difficulties. Three children were living in the home at the time of the inspection.

The manager registered with Ofsted in March 2023.

### Inspection dates: 14 and 15 November 2023

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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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:** 29 November 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/11/2022	Full	Good
15/03/2022	Full	Outstanding
30/07/2019	Full	Requires improvement to be good
23/01/2019	Full	Good

## **Inspection judgements**

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

Children living in the home are happy and have a strong sense of belonging. They receive good-quality care that has brought about stability that is making a difference to their lives.

Staff are helping children to make progress in their emotional well-being, education, self-esteem, social skills and independence. A child said, 'Staff always point me in the right direction. I am making different choices now and I am doing much better.' Staff have the skills and confidence to communicate and engage with children positively. As a result, children enjoy warm and trusting relationships with them.

The manager and staff make sure that children get the support they need to express their views, wishes and feelings about their care and life. Children are involved in every aspect of their care. As a result, children understand their rights and entitlements. Children know what to do if they are unhappy or wish to complain. They have several adults independent of the home they can talk to if they have any concerns.

Staff have all the local authority documents to help them plan and care for children well. However, several of these plans are not signed by the allocated social worker, the local authority manager, parents, or the manager of the home. This does not ensure that all parties agree with the plans. Furthermore, this means that there is no signed consent for emergency medical treatment. This could delay emergency treatment given to the child.

Staff have encouraged and supported children to return to education and improve their outcomes significantly. Consequently, children sat their GCSEs and attended further educational placements. When some of these placements broke down, the manager liaised with numerous educational providers to secure new placements. As a result, children are looking forward to trying different options, in the hope of securing a career path.

Staff understand and monitor children's health and emotional well-being. They encourage and support children to have a healthy lifestyle, including eating nutritious food and being physically active. Staff make sure that children get the advice, support and treatment that they need to be healthy.

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

Children have a strong sense of safety and well-being. Staff's safeguarding practice means that the children are protected from harm. Since coming to live at the home, children are significantly safer. They make positive choices to stay away from negative influences. Consequently, children have reduced their episodes of being reported missing from home. Staff are not complacent and understand children's

vulnerabilities and risks. They know what they must do when they are concerned about children's safety at home or out in the community.

Staff actively assess potential safety issues with children. They follow up-to-date plans to support them in keeping children safe. Staff take reasonable precautions, based on each child's needs, age and understanding, to support them to take risks as part of their development. This includes children taking part in leisure activities and spending time with their friends independently.

The manager and staff have created a safe and positive environment that helps children to be emotionally secure and to thrive. Staff build constructive and warm relationships with children. They help children to make sense of the world around them and to develop understanding and empathy towards other people.

Staff understand the impact of children's previous experiences on their development and relationships. Staff have the expertise to help children to understand and manage their feelings.

Children and staff benefit from support and advice from a mental health practitioner. As a result, children are developing a better understanding of their feelings. They recognise when they are starting to struggle to cope and find things that help them to manage the situation safely, including having time and space or listening to music. Staff understand the children's coping strategies and know what they need to do to help them.

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

The manager and deputy managers are an effective leadership team. They place the welfare of children at the centre of everything they and the staff do. Everyone has the shared ambition for children to be happy and to be able to reach their full potential.

The staffing arrangements provide children with a high level of care and continuity. Children are supported by staff who know them well and understand their needs and plans.

Staff have strong relationships with partner agencies. They work together effectively to identify and meet children's needs consistently. When services have been slow or poor, the manager has challenged stakeholders and has continued to escalate concerns to the senior managers of the local authority. This shows that the manager is a strong advocate for children.

Managers make sure that staff are well supported and have the right skills, knowledge and training to meet children's assessed needs. However, on occasions, staff have supported children when they have been at a police station. They have undertaken the role of an appropriate adult, but they have had no training to do this. This does not ensure that staff fully understand their roles and responsibilities in this area.

Staff get the opportunity in their one-to-one supervision meetings to reflect critically on their work with children, or discuss how their learning and training is improving the quality of their practice. They use monthly team meetings effectively to reflect on children's progress and as opportunities for training and sharing skills, research and good practice.

The manager uses monitoring and review systems to have a detailed understanding of the effect that the quality of care is having on children's progress and experiences. The manager uses this understanding to inform practice and find new and better ways to support children. The manager uses the children's views and the people in their lives to help them understand what is working well and what needs to improve.

## 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>This regulation applies to a child who is looked after by a local authority.</p> <p>The registered person must co-operate with the child's placing authority in agreeing and signing the child's placement plan. (Regulation 17 (1) (2))</p> <p>Specifically, the registered person should ensure that children's local authority care plans are signed by all parties.</p>	30 December 2023

### Recommendation

- The registered person should ensure that staff have training in representing a child, when required to act as an appropriate adult. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

### 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:** 1227335

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

**Registered provider:** Exceptional Care Limited

**Registered provider address:** Exceptional Care Limited, Malthouse Business Centre, Southport Road, Ormskirk L39 1QR

**Responsible individual:** Susan Rolfe

**Registered manager:** Laura Brady

## Inspectors

Pam Nuckley, Social Care Regulatory Inspector  
James Meeks, Social Care Regulatory Inspector

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