

# 1247212

Registered provider: Exceptional Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private provider. It provides care for up to four children who may experience social and emotional difficulties. Three children can live in the main part of the house and one child can live in the attached apartment.

Four children were living in this home at the time of the inspection.

The registered manager resigned in July 2023. A new manager is now in post and has applied to register with Ofsted.

### Inspection dates: 21 and 22 November 2023

<b>Overall experiences and progress of children and young people,</b> taking into account	<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:** 28 February 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2023	Full	Good
19/01/2022	Full	Good
18/02/2020	Interim	Declined in effectiveness
04/09/2019	Full	Requires improvement to be good

## Inspection judgements

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

Children have positive relationships with the staff who care for them. Children said that the staff are the best thing about the home. One child said, 'I can go to anyone if I am worried or upset. They listen and try to help.' Another child said, 'We have fun.'

Staff have encouraged and supported the children to return to education and improve their outcomes significantly. When children leave school, staff continue to support children to engage with further education, training or employment. Staff are aware of the children's attainment levels and their educational targets. This knowledge supports children to achieve their full potential. Children have ambitions for their future, such as being an electrician or a lawyer.

Children are cared for by non-judgemental staff. This approach enables children to explore their identities in a safe and secure environment. As a result of this practice, children's self-esteem is growing, and they are more confident with their sense of self.

Generally, staff educate children about topics relating to their lives and current issues in society. This helps children to develop resilience and healthy coping strategies. However, some children use electronic cigarettes (vapes) and although educating the children has brought some success with children reducing using them, it is not the case for all. Staff have not continued to educate some children on the health implications of using an electronic cigarette.

Children are supported to spend time with people who are important to them. Staff do not see distance as a barrier and are always willing to take children to see their family and friends.

Children's plans are detailed and support staff to understand who each child is and the individualised care that they require. Children's plans are written in a way that helps children to understand their goals and what progress they are making.

The home has a separate annex that is attached to the main building. When children are nearly ready for semi-independence or independence, they can move into this part of the home. This allows them to continue to build their independence skills, such as cooking for themselves. However, they are still supported by a member of staff and have access to the main house.

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

Staff are aware of the difficulties in children's lives and are clear about the steps to follow to keep them safe. Staff educate children on keeping themselves safe. Several social workers commented on how this has made a difference to the children's lives.

One social worker said, '[Name of child] has made startling progress and I do not have any concerns now. They are becoming a mature adult. This is down to their relationship with staff.' Another social worker said, 'I cannot fault the staff team. They are fantastic and go the extra mile.'

Children are supported with a clear safety plan when there are risks in their lives. Child protection procedures are followed to ensure that there is good oversight of the safety plans from all relevant agencies.

Children have lived at this home for a significant period. They are settled and say that they enjoy living here. As a result, children have not been reported missing from home, they have not been restrained and have not received any consequences for unacceptable behaviour. A member of staff said, 'We pride ourselves on using positive reinforcement and education rather than punishment. This works well.'

There are good procedures for storing and administering medication to children. However, on one occasion, a member of staff did not store their personal medication in line with company policy. This has not impacted on children but had the potential to do so.

Staff make sure that the children understand their rights and entitlements. Children know what to do if they are unhappy or wish to make a complaint. They have several adults independent of the home who they can talk to if they have concerns.

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

The acting manager is experienced and working towards a recognised qualification in leadership and management. She is supported by a deputy manager and team leaders. They aspire for children to be safe, happy and reach their full potential. This ethos and culture are shared by the capable and enthusiastic staff team.

Staff say that they feel fully supported by their leaders and managers. Staff have regular supervision and focus on the children's needs and progress. Supervision also enables staff to discuss their practice, development and any safeguarding concerns with their manager.

Staff are suitably trained. Strong teamwork and good management support ensure that all staff are suitably equipped with the knowledge, skills and expertise to care for children. However, some members of staff have exceeded the time frame in which to achieve a childcare qualification.

Monthly team meetings for staff help them to provide consistent levels of care for children. The meetings also help them to share good practice and support one another.

The acting manager uses monitoring and review systems to have a detailed understanding of the effect that the quality of care is having on the children's

progress and experiences. The acting manager uses this understanding to inform practice and find new and better ways to support the children.

The management team challenges other agencies when it believes that their response is not adequate or child focused.

## 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 may only—</p> <p>employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (2)(a) (3)(b) (4)(a)(b) (5)(a))</p> <p>Specifically, all staff employed in a care role should complete the relevant qualification for that role within the specified time frame.</p>	31 December 2023
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p>	31 December 2023

children receive advice, services and support in relation to their health and well-being; and

children are helped to lead healthy lifestyles.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff help each child to—

achieve the health and well-being outcomes that are recorded in the child's relevant plans;

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;

understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv))

Specifically, children should be continually educated on the health risks of vaping and be supported to stop vaping.

## Recommendation

- The registered person should ensure that staff follow the company's policy on securing their own personal medication safely. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)

## 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:** 1247212

**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:** Post vacant

## Inspector

Pam Nuckley, Social Care Regulatory Inspector



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