

1245829

Registered provider: Resolute Care LTD

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children who have emotional and/or behavioural needs.

The manager is registered with Ofsted and is suitably experienced.

Inspection dates: 6 and 7 February 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 6 February 2023

Overall judgement at last inspection: outstanding

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2023	Full	Outstanding
22/09/2021	Full	Outstanding
10/12/2019	Full	Outstanding
09/01/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is a welcoming and cosy family environment for the children. It is clean and well presented throughout. Children's bedrooms are personalised and suitably furnished to provide comfort and privacy. Children said they like living in their home and the staff caring for them. Interaction between staff and children is warm and nurturing.

Staff use a variety of effective methods of communication that meet the needs of individual children. Mood boards, symbols and flash cards are used to ensure that children are able to express their wishes and feelings and contribute to their day-to-day care and support. Staff are interested, and they invest in the children. As a result, children relate well to the staff and each other.

Children are supported to engage in activities and hobbies in line with their individual interests. Staff provide children with a variety of experiences and opportunities to develop and expand their interests. One child's interest in seals has been creatively supported. This has led to them sponsoring a seal. Staff support and encourage children to join them in daily life tasks which promote their independence, and also encourage children to enjoy fun activities. As a result, children have strong bonds with staff.

Children are making excellent progress with their health, education, independence and emotional well-being. Staff ensure that children can access specialist therapeutic services where required. All children are engaging positively with their education. Children have been supported to re-engage with their education following significant gaps in learning. This has led to children achieving academically and accessing extracurricular arts and drama activities. Children have been successful in obtaining part-time and voluntary work in their local community.

Staff encourage, support and facilitate children's links with their families. They support parents with their children with the aim of making their time an enjoyable event. Children are being provided with opportunities to socialise with peers and are encouraged to build and develop relationships.

The manager and the staff have very high aspirations for the children and are forward thinking with their care and plans to ensure that children are prepared for their futures.

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

The manager and staff know the children well and provide a safe environment for children to explore and express themselves. Any risks are identified, assessed and

managed to ensure that the care, support and guidance children receive keeps them safe. Children are helped to recognise their individual vulnerabilities and are supported to take risks that are appropriate to their age and development. Children are being supported with independent travel and free time. Children check in with staff when out in the community and accept the boundaries in place to keep them safe.

Children indicated that they feel safe in their home and were observed to have trusting relationships with staff. Children are supported to engage in a range of activities and hobbies with staff. These positive relationships and activities reduce the likelihood of unsafe or antisocial behaviours. Staff are knowledgeable about how to protect and safeguard children. There are robust policies and procedures in place.

Staff have a range of experience and skills. The manager ensures that they are deployed in the home according to their level of skills and experience which contributes to keeping children safe.

Children's harmful behaviours are managed well using positive reinforcement. Staff use the strength of their relationships with the children to distract and deescalate situations. These methods have been developed in conjunction with the children and have proved successful. All staff are trained to use physical intervention. However, this is not used to manage children's behaviour. This is only used as a very last resort to keep a child safe.

The effectiveness of leaders and managers: outstanding

The manager is extremely positive, highly ambitious and aspirational for the children. She is committed to the development of the home and has an equally high expectation of her team to provide care which supports and promotes positive life experiences for children. Managers and staff have a clear understanding of the experiences children need to progress. This has led to children being confident in obtaining part-time work and making positive social and emotional development.

The manager and staff support the children to develop their sense of self within the context of their gender, race, culture, ability and identity. As a result, children's self-worth and resilience are being developed.

The manager is reflective in her practice and cascades this practice in her management of the home and staff team. She is proactive with her continued professional development and research to ensure that the care meets the individual needs of children. Staff are suitably trained access a wide range of learning materials to promote their professional development for the benefit of the children.

The manager has successfully created a culture of high expectation for the children and staff. As a result, children are making excellent progress. The manager knows her strengths and leads by example. She is well respected by her team, and she supports and encourages their collaborative approach in developing the care they

provide for the children. She knows the strengths and areas for development of her staff team and has robust plans in place to promote her vision for the home.

Staff are provided with regular and effective one-to-one supervision and appraisal, and with regular team meetings. As a result, there is clear communication, and the care of the children through staff changes is seamless. The manager has excellent oversight of the home and is forward thinking in her approach to ensuring that the homely environment is maintained to a high standard for the children.

The manager is a very strong advocate for the children. She is confident in challenging other professionals when they have fallen short with their responsibilities, and this is impacting on children. She has a clear understanding of the individual needs of the children. Partnership work with other agencies is strong. The outcomes for children are excellent and this is due to the manager's drive to get the very best for the children.

The manager said she has very good and effective support systems in place. She is provided with regular one-to-one supervision from the operations manager. She has regular meetings with other managers from the company's other homes. This is both supportive and an opportunity to share good practice.

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: 1245829

Provision sub-type: Children's home

Registered provider: Resolute Care LTD

Registered provider address: Girlings & Co, 11 High Street, Ruddington,
Nottingham NG11 6DT

Responsible individual: Paul Bancroft

Registered manager: Joanne Fox

Inspector

Angela Duffus-Palmer, Social Care Inspector

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