

SC001452

Registered provider: Five Rivers Child 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, and it provides care for up to six children between the ages of six to 10 years.

The inspector spent time with all four children who were living in this home.

The manager registered with Ofsted in January 2021.

Inspection dates: 20 and 21 February 2024

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 January 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/01/2023	Full	Outstanding
22/03/2022	Full	Good
03/02/2020	Full	Outstanding
07/11/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children love living in this home. They have fun, and their laughter and personalities shine throughout the home. They are encouraged to be their own person and they are relaxed and confident.

Children make exceptional progress because of the quality and consistency of care that they receive from the staff in this home. One parent said, '[Name of child] tells me they love the home, they love the staff, they love their bedroom, they love the sensory room.'

This home mirrors that of an exceptionally happy family home. This is because of the love and nurture that the staff provide to the children. The language used in the home is one of love. The staff tuck the children into bed at night, read them stories, give them hugs and show affection. They treat the children with respect, kindness and care. As a result, the children form trusted relationships with the staff. They seek nurture from the staff, and they are confident that this will be reciprocated.

Children in this home flourish. This is because the staff are consistent in the care that they provide. The children are treated as individuals and their progress is measured from their individual starting points. The staff absolutely know that progress looks different for each child. One professional said, '[Name of child] progress is 'huge'. They are making progress in all areas of their life.' Successes are celebrated with the children to help them to see how far they have come. The staff are wonderfully proud of the children, and the children know it.

Children make remarkable progress in education. This is because the managers and staff work holistically with the education staff and the clinical team to ensure that they all work towards the same goal. The staff help the children with their homework and reading in the same way a good parent would. One professional said,

'[Name of child] has done absolutely amazing. They have made so much progress. They [the staff] have highlighted the gaps in education that we did not know were there.'

This extremely proactive approach from the staff means that children receive the right support in school from day one.

Children are helped to experience positive endings, and they are given the best chance of successful new starts. The children are helped to move in and out of the home with individualised plans such as, visual plans that help them understand what is happening. Children are invited back for 'family days' to spend time with the staff

and other children after they have moved out. This helps all children to feel valued and cared for, even after they have moved out of the home.

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

Children are supported by staff in weekly play therapy. These sessions are of significant help in aiding children to understand their world around them. Furthermore, staff understand the therapeutic model of care that is fully embedded in the home. This means that the children are provided with consistent care. This plays an important role in the children feeling a sense of safety inside and outside the home from the adults who care for them.

The children in this home receive the same high level of support in all areas of their lives, and this can be seen in the amazing progress that they are making. This is because of the holistic planning between the home, school and the clinical support team. There is excellent communication and joined up working between all the adults that are caring for them. This approach is having a significantly positive impact on the children's progress and development.

The staff work extremely hard to ensure that the children understand how to keep themselves as safe as possible. The staff have meaningful conversations with the children to ensure that they know the importance of being safe online and the dangers of talking to people they do not know. This helps the children to take safe risks that are appropriate for their age and development. Two children in the home are accessing the internet safely, they are playing games online and connecting with their peers. These are important skills that the children can continue to build on as they grow up.

Physical intervention is only used as a last resort to keep the children safe. All incidents are reviewed by the managers and the staff alongside the clinical team. Together, they discuss and reflect to help them assess what happened before, during and after all incidents. Conversations are held with the children to gain their perspective of what was happening for them at that time. This is helping the staff to identify trends and triggers for the children, which allows staff to put successful strategies in place. As a result, there is a reduction in incidents.

Children in this home have positive and caring relationships with one another. The staff and proactively encourage the children's sense of identity through creative play. Staff know the children's likes and dislikes and staff promote healthy relationships between the children built on their common interests. Children have fun together by playing. They dress up, do magician acts and clown shows together. The children learn from one another, and in turn they are flourishing together.

The effectiveness of leaders and managers: outstanding

The manager loves the children. They are at the heart of her practice and their needs come first. She has a clear vision for the home and strives for continued

improvement. The manager has high expectations for the children's progress and development, and she works hard to ensure that their needs are met. The manager is proactive and advocates on behalf of the children to continually ensure their voices are heard.

The therapeutic model of care is well embedded in this home. New and existing staff understand the importance of playfulness, distraction and humour. They know how to implement this model of care to successfully support children to remain calm when they become upset. Children are helped not to feel shame. They are helped to name and understand their thoughts and feelings. Children benefit from this approach as their resilience and coping skills increase. Furthermore, their self-confidence and emotional well-being has improved.

The manager creates a positive, family culture. The staff are happy to be in work. Professionals who visit say that the home has a positive ethos. One professional said,

'There is a warmth and sense of family in the home. The staff and the children interact well together. The staff are happy to work there, they are invested in the children.'

Staff say that they feel valued by the managers. Consequently, the children benefit from living in a settled home where they feel safe and cared for.

The staff speak highly about the manager and the deputy manager. New staff said that their induction programme was 'amazing'. They feel that the managers invest in them and take time to get to know them. Existing staff are supported to develop. There is a progression package available for those staff who wish to progress in the organisation. This is aimed at retaining staff, and it promotes continued development and increased skills and knowledge. The staff feel that the managers listen to them and respect their views. One staff member said, 'I feel trusted and respected, we all pull together as a team.'

Management monitoring tools and reviewing systems are extremely effective. There is clear evidence of management oversight across all documents relating to the children. When shortfalls are identified they are swiftly rectified. The managers follow up any issues or concerns in regular supervision sessions, and team meetings. Furthermore, the managers track the children's progress and outcomes, and they continually assess how far the children have come. The leadership and management of this home is inspirational and influential in ensuring that the children achieve the best possible outcomes in all areas of their life.

No requirements or recommendations were made at this inspection.

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: SC001452

Provision sub-type: Children's home

Registered provider: Five Rivers Child Care Limited

Registered provider address: Five Rivers Child Care, 47 Bedwin Street, Salisbury
SP1 3UT

Responsible individual: Chelsea Bryan

Registered manager: Stacey Wagstaffe

Inspector

Jo Birtwhistle, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024