2777385

Registered provider: Montage Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care and accommodation for up to two children with social and emotional difficulties.

The home and the manager were registered with Ofsted on 3 July 2024. The registered manager is also the registered manager of a sister home for the same provider.

One child has lived at the home since it opened, and they contributed to this inspection.

Inspection dates: 26 and 27 November 2024

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	outstanding

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

The home has a small, stable staff team who have built a warm and trusting relationship with the child. They have supported the child to establish a daily routine.

Staff have ensured that they have clear boundaries in place and that every member of staff follows these rules. The child said that the staff and rules at the home were 'fair and made sense'.

Staff listen and respond appropriately to the child's wishes and feelings. Staff involve the child in the decisions that affect their care and future. Staff set realistic goals in consultation with the child and ensure that all the child's achievements are rewarded and celebrated.

The child has a large professional network. At times, the number of appointments has been overwhelming for the child. Staff make sure these varied appointments are carefully planned and the child is clear about their purpose. The manager has ensured that the child has an independent advocate and has access to additional specialist advice and support when needed.

The child is very keen to attend education after their college placement came to an end. Staff have worked tirelessly to try and rectify this.

Staff ensure that the child's health needs are being met.

Staff work with the child to ensure that time with their family is positive. They ensure that the child's progress and any emerging concerns are shared with their family.

The home has been newly decorated and has a warm and welcoming feel.

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

Staff understand the child's needs, risks, strengths and vulnerabilities. The manager, deputy manager and the child's key worker have developed plans that clearly set out the child's risks and how staff should best manage them.

Staff are skilled in using de-escalation to manage difficult situations. Staff are all trained to use physical intervention, although they have only needed to use it on one occasion. Incidents are well recorded, and staff and the child receive debriefs. Staff reflect together on issues of concern and use this sharing to inform their practice, including thinking about what could be done differently. However, when staff use a financial consequence, this is not always clearly recorded.

All staff have a good understanding of safeguarding, including contextual safeguarding and the steps that they need to take to keep the child safe.

The effectiveness of leaders and managers: outstanding

The home is led by a permanent, suitably qualified and committed registered manager. He has been the manager of the sister home for several years.

Leaders and managers are aspirational for the child and have high expectations of all the staff.

The manager and staff have good working relationships with other professionals. These include the police, substance misuse services, the youth offending team, local mentoring support and the child's placing local authority. The feedback from professionals is overwhelmingly positive. More than one person said that the staff 'go above and beyond' for the child.

Staff have a well-structured induction and access to a comprehensive training package.

The registered manager provides a positive working environment that supports staff to be reflective practitioners. There is a clear training plan in place to ensure that all staff have opportunities for personal development. Staff say the manager is approachable and they hold him in high regard.

If practice issues emerge, these are dealt with promptly through supervision sessions and team meetings.

The external monitoring of the home is strong. The role of the independent visitor is valued and respected by the manager. The manager uses the feedback from their visits well. He welcomes the challenge and responds well to recommendations.

Internal monitoring systems are highly effective in identifying shortfalls, enabling the manager to ensure improvements are made so that high standards of care are sustained.

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
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c))	2 January 2025

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: 2777385

Provision sub-type: Children's home

Registered provider: Montage Services Ltd

Registered provider address: 1 Mentmore Terrace, London E8 3PN

Responsible individual: Nasae Evanson

Registered manager: Liam McDermott

Inspector

Matilda Clode, Social Care Inspector

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