

1215521

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to three children who have social, emotional and behavioural difficulties.

There is a manager in post. Her application to be registered has been made to Ofsted.

Inspection dates: 4 to 5 September 2019

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: 28 November 2018

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/11/2018	Full	Outstanding
04/07/2017	Full	Outstanding
14/12/2016	Interim	Sustained effectiveness
24/05/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have extremely positive experiences while living in this home. A very motivated and dedicated staff team provides children with exceptionally high-quality care. The home is warm and nurturing. Children experience a real sense of permanence and belonging. They flourish and make excellent progress in several areas of their lives.

The staff team is encouraging and emotionally warm towards children. Staff develop very stable relationships with children. As a result, children know that staff are reliable and trustworthy. A child said, 'They are all so great. I love them, and I know they really love me. I think this home is a 10 out of 10. It's amazing here.'

Education is seen as a priority for all children. Staff understand the importance of education and are aspirational for children. All children are in education and, considering their educational background, are making excellent progress. All achievements are celebrated by staff. A school support worker said, 'There has been significant improvements in their behaviours. Last year they were only spending 30 minutes a day in class, whereas now they are in class all day. They are a notably different child. The progress they have made is unbelievable.'

Staff go to considerable lengths to ensure that children living in the home are provided with the same opportunities that other children enjoy. For example, one child has recently attended their prom. The efforts made by management and staff to make this experience as fulfilling and memorable as possible were exceptional.

All children have lived in the home for some time. This has provided invaluable stability. Placement stability is possible because staff respond so well to complex and challenging behaviours. Management and staff do not give up on children. They advocate strongly to ensure that any decisions made are in children's best interests. Management and staff demonstrate unwavering commitment towards children. This is very impressive.

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

Children are fully safeguarded in this home. Staff are diligent and proactive, which ensures that any potential risks are understood and minimised. Well-documented risk assessments promote children's safety. These documents are extremely thorough, providing clear and concise information about how children should be supported.

Physical intervention is only used when necessary. It is proportionate and carried out with care and sensitivity. The manager and staff discuss the use of restraint through reflective debrief sessions. This process is extremely effective in ensuring that incidents are dealt with in the best possible way. These debriefs are reflective. Robust discussions ensure that lessons are learned, and practice is continually improved.

There has only been one incident of a child going missing since the last inspection. This is testament to the outstanding relationships that staff have with children. Staff are highly responsive and extremely child focused. Irrespective of the challenges that children may present, staff are tenacious and continue to offer unconditional care. Outstanding relationships with children are a key strength of the home and an essential aspect of ensuring children's safety and protection.

Clear boundaries and proactive behaviour management are highly effective. Children receive 'just because' comments from staff. These comments highlight all the positives about children and their behaviours. This helps to increase children's self-esteem. In turn, children display fewer potentially harmful behaviours.

Meaningful key work sessions are carried out with children. These are well considered and specific to the identified needs of each child. These sessions help children to understand the potential impact of their behaviours. A social worker said, 'There is real attention to detail with everything the staff do. The staff team [members] are all brilliant.'

The effectiveness of leaders and managers: outstanding

Leadership and management are highly effective. The manager of the home was on annual leave during the inspection. Despite this, it was evident that she has developed an extremely positive culture in the home. The senior leadership team's knowledge of the home and the children living there was extremely impressive. The senior management team is an integral part of the highly successful running of the home.

A happy and cohesive staff team means that staff morale is extremely high. All staff spoke about the management team in very positive terms. A worker said, 'The manager is absolutely amazing. She is understanding and totally supportive. This is not just a business to the senior managers. Everything they do is about what is right for children.'

Monitoring systems in the home are highly effective. All documents reviewed were impeccable. They are well written and provide a clear account of what has happened in respect of children. Vigilant monitoring and tracking of all incidents ensure that the manager is fully aware of what is happening in the home.

The stability of the staff team is a major factor in the positive outcomes being achieved for children. Regular supervision sessions, training and peer support by an independent person ensure that staff remain skilled and fully supported. The drive and passion of the whole management and staff team ensure that all children are receiving an outstanding level of care.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1215521

Provision sub-type: Children's home

Registered provider: Resolute Care

Registered provider address: 15 Wheeler Gate, Nottingham NG1 2NA

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Davinia Lawton, social care inspector

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