

1267537

Registered provider: Resolute Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The registered manager has been in post since the home was registered in 2017. She is currently studying for her level 5 qualification in leadership and management.

Inspection dates: 14 to 15 August 2018

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 **good**

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: this is the first inspection following registration

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
N/A		

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress in all aspects of their lives. They live in a family-orientated home, with nurturing staff who provide excellent care. Children care for pets, giving them a sense of responsibility and adding to the family feel of the home. Placing authorities and others speak highly of the staff, the individualised care provided and progress children make.

Children excel in education, given their starting points. One child has recently taken her GCSE examinations, and has very good predicted grades. This is a real achievement given her previous history of non-attendance at school. She has secured a college place for September but is also exploring alternatives, such as apprenticeships. Another child, who was on the point of being excluded from school when they arrived at the home, now has 100% attendance and is achieving to a high standard.

Children are prepared for independence. They gain skills relevant to their age and understanding, using individualised packages of independence training. One child is preparing to move to semi-independent accommodation and said that she is ready for this step because staff have helped her to gain the necessary skills and knowledge.

Children develop a sense of empathy for others and an understanding of worldwide issues, such as poverty. The children and staff have links with a project in Uganda, providing resources to improve the life and educational opportunities of young girls. The children have enjoyed naming a number of goats that they have funded to support this project. This empathy with and understanding of others is reflected in the relationships children have with each other and with staff.

The emotional and physical well-being of children is improving. Children grow in confidence and are more aware of their own identity. A range of activities, such as boxing, swimming and gymnastics, help children improve their physical health and provide opportunities to socialise with community groups. Leisure activities, combined with a healthy diet, have helped one child reach a healthy weight.

Care planning is excellent. Children contribute to their plans, identifying their aspirations, how they are going to achieve them and the progress they have made so far.

Children meet with staff regularly to share their views. The manager responds to decisions made in house meetings to ensure that children know that their views are listened to. Children have recently improved the home's environmental impact, suggesting changes in the recycling processes used.

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

Risk assessment and risk management processes are of the highest quality. Staff know the children well and understand the triggers to their risk-taking. Planning to reduce

these risks is detailed and highly effective. For children with a history of going missing from previous homes, this risk management has resulted in a dramatic reduction in such incidents.

Staff and mental health specialists work together to provide a consistent and coordinated response to self-harm, resulting in a significant reduction in this behaviour.

The registered manager's analysis of restraints has led to new strategies being implemented. These in turn have led to a reduction in the need for intervention.

Children receive 'just because' comments from staff. These comments provide positive affirmation of the little things that children do. For example, one child received a 'just because' comment because when he got annoyed he did not swear.

The effectiveness of leaders and managers: good

The registered manager is very experienced but has not yet completed her level 5 diploma. A support manager complements the management team through providing additional management skills and different areas of expertise. This combination ensures that there is high-quality leadership in the home.

The organisation has recruited a new independent visitor, who offers more challenge, resulting in service improvements. For example, the independent visitor identified shortfalls in recording of interventions. This has since improved, with training for managers disseminated to staff and a revision of the recording format. This has led to improved learning from interventions and a reduction in the use of physical intervention.

Innovative and creative recruitment practice brings together a staff team which has a wealth of varied experiences and diverse skills from a range of childcare and youth work backgrounds.

Staff enjoy a range of training opportunities. These include extensive courses in subjects such as attachment and nurturing. This helps staff to provide a stable and nurturing home for children.

Staff describe managers as 'super supportive', providing excellent induction, supervision, support and opportunities to develop. One member of staff commented: 'I knew after the first week that this was the right job for me.' Team meetings provide opportunities for sharing good practice, leading to consistent approaches to children.

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: 1267537

Provision sub-type: children's home

Registered provider: Resolute Care Limited

Registered provider address: 43 Blanford Gardens, West Bridgford, Nottingham NG2 7UQ

Responsible individual: Paul Bancroft

Registered manager: Kelly Birt

Inspector:

Judith Longden, social care regulatory inspector

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