

# 2688689

Registered provider: North West Child Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private organisation. It is registered to provide care for up to three children who may experience social or emotional difficulties and children with learning disabilities.

The home registered with Ofsted in February 2023 and the manager registered in May 2024.

One child was living at the home at the time of this inspection.

### Inspection dates: 2 and 3 July 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:** 16 August 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2023	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The child benefits from living in a caring and nurturing home. The child makes excellent progress due to the consistently high standards of care provided by a highly skilled and committed team. One social worker said, '[Name of child] has made a lot of progress'.

The home is decorated nicely and has a relaxed atmosphere. The manager and staff have created a safe environment where the child feels listened to and can express their wishes and feelings freely.

The child is making significant progress in their education from their starting point. Managers and staff work closely with education professionals to identify and overcome any barriers to learning. This means that the child's educational predictions for the future have considerably improved. One tutor said, '[Name of child] is so focused on achieving'.

The child is encouraged to access a range of activities, both inside and outside the home. Activities include swimming, walking, horse riding, completing jigsaws and baking. This demonstrates that the child is encouraged to pursue a range of hobbies and interests.

The child's health needs are important to the manager and staff. Staff proactively encourage and support the child to attend all routine and specialist health appointments. All the child's healthcare needs are detailed in their health plans which directly link with key-work sessions to support the child in making informed decisions and choices in their life. Important topics such as emotions and feelings, smoking and vaping and positive friendships are examples of some of the excellent work that is carried out with the child during key-work sessions.

The manager and staff encourage the child to spend time with people who are important to them. Staff work closely with the child's family, which is a considerable strength of the home. One family member said, 'Staff support us to have time together'.

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

The child is happy and safe in the home and enjoys spending time with the manager and staff. The child is protected by a highly trained, knowledgeable, and competent staff team. The child said, 'I feel safe here and give the staff 10 out of 10'.

Relationships between staff and the child are positive and are built on trust and affection. They provide a solid base for the child to thrive. Due to the nature of the relationships, staff are able to support the child to manage and reflect on their emotions and feelings.

The child has an individual risk assessment that is consistently reviewed and updated by managers and staff. Staff have a comprehensive knowledge and understanding of the child's risks and vulnerabilities and take time to talk to the child and educate them about risk. This ensures that plans remain current and effective.

It has been necessary for staff to physically intervene when the child has displayed behaviours that may result in harm to themselves or others. Records of these incidents are robust and demonstrate that holds are proportionate and appropriate. Detailed debriefs are completed, and this helps to prevent future incidents and ensure the child's well-being.

Since the last inspection, there has been one occasion when the child has been missing from home. Managers and staff liaised effectively with relevant professionals when the child was missing. Staff were proactive in ensuring the child returned home safely. There are robust missing-from-care protocols in place which are fully understood by staff.

Positive recognition and praise outweigh negative consequences. The manager evaluates consequences, ensuring that consequences are proportionate and restorative.

The recruitment of staff is comprehensive and ensures that all necessary background checks are conducted. This means that the adults caring for the child are safe to do so.

### **The effectiveness of leaders and managers: outstanding**

The home is managed by a dedicated, caring, and ambitious manager who advocates for the child. The manager has completed a leadership and management qualification. The manager ensures that he is present in the home and accessible to staff and the child. The manager speaks about the child with warmth and enthusiasm.

The child receives outstanding care, support, and guidance from a highly committed, competent, and nurturing staff team. The stable and settled staff team promote consistency and strong attachments for the child.

The manager and staff team are committed to achieving the best outcomes for the child and ensuring that they receive a high level of care that meets their individual needs. The manager recognises the importance of the staff's need to feel valued, trusted and listened to. Staff are happy in their roles, which helps them to provide excellent care.

New staff members feel welcomed into the team and benefit from a robust induction programme. Staff receive ongoing support, supervision and constant guidance from the manager. One member of staff said, 'I could tell straight away that the team was good and really supportive'.

Staff team meetings are regular and effective and have direct links to research to help support and guide practice.

There is good multi-agency working. The manager and staff maintain excellent levels of communication with other professionals. One social worker said, 'Communication is more than excellent'.

The manager has a comprehensive understanding of the strengths and areas for development of the home. The manager has effective oversight of the child's progress and any changes needed. Internal and external monitoring of the home are effective. However, the review of premises does not demonstrate any consultation with relevant people. This is a missed opportunity to consider the views of others to inform the review of premises.

## **What does the children's home need to do to improve? Recommendations**

- The registered person should ensure that they review the appropriateness and suitability of the location and premises of the home. When conducting the review, the registered person must consult, and consider the views of, each relevant person. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

## **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:** 2688689

**Provision sub-type:** Children's home

**Registered provider:** North West Child Care Ltd

**Registered provider address:** 82 Lowerhouse Lane, Burnley, Lancashire BB12 6JA

**Responsible individual:** Joanne O'Mara

**Registered manager:** Simon Derbyshire

## Inspector

Stacey Ilaboya, Social Care Inspector

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