

SC356327

Registered provider: Oracle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care for up to three children. Children may experience complex social and emotional difficulties and require attachment-aware, trauma-informed care and support.

The manager registered with Ofsted on 6 May 2022. She has an appropriate qualification and is suitably experienced.

Inspection dates: 31 January and 1 February 2023

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: 13 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/04/2021	Full	Good
07/01/2019	Interim	Not judged
07/11/2018	Full	Inadequate
11/01/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of this inspection, there were three children living at the home. One child has lived at the home for over two years. He has settled remarkably well. Another child is settled and has been living at the home for over a year. A third child has recently had an exceptionally well-planned and coordinated move into the home. The child settled quickly and with ease into her unfamiliar environment. The child said:

'I was afraid of residential. The manager helped me and talked about the home and gave me the (children's) guide and a tour. Staff were friendly and this changed my mind and I no longer felt afraid.'

Children live in harmony with each other and accept each other's differences. Relationships are built on trust and respect. Children have built excellent relationships with a stable and committed staff team. A social worker said, '[Name of child] has brilliant relationships with staff, she doesn't want to leave.' Consequently, the children thrive socially, emotionally and physically.

Staff have high aspirations for children and believe they can achieve their full potential. They have gone above and beyond to help them to access education and improve their educational outcomes. One child has finished her education and has found full-time employment. Another child now attends school full time and reports show that he is doing well. His social worker said:

'He was able to start mainstream school in September 2022. Before that, he spent significant time in exclusion centres but he has now been able to start mainstream school. This is significant progress for him.'

Children express their views, wishes and feelings through meaningful discussions with staff. As a result, children feel valued and listened to. A staff member said:

'The children in the home are making fantastic progress and achieving so much. They all feel secure and supported by staff. We have listened to their views and wishes and work hard to get the best possible outcomes for them, for example getting one of our children back into mainstream school.'

Staff provide a range of social activities for children to enjoy. As a result, children's confidence and self-esteem have excelled. A staff member spoke about a child's significant progress and said:

'[Name of child] is settled and goes out on free time in the community. In 10 months, she has gone beyond our expectations. She goes with friends to the cinema, has dinner dates with friends. She is doing exceptionally well.'

Staff work collaboratively with health services to ensure that children's health needs are met and continually monitored and reviewed. Where children experience barriers to attending appointments, staff are innovative and find alternative ways to engage them. For example, when a child would not attend any health appointments, staff used the child's fondness of the home's pet dog to encourage and support the child to attend their health appointments. This was a success and has been instrumental in helping the child to access required health services.

Staff go to great lengths to ensure that children keep in touch with their family. Staff are fantastic at supporting visiting arrangements. A grandmother said, 'I am seeing her tomorrow, she will be staying for two nights. She appears happy, I am impressed with her focus and that she is now working.'

Children are helped to move on from the home in a well-planned and sensitive manner. During the inspection, the inspector spoke to a care leaver who said:

'This is one of the most well-managed, up-to-date homes I have been in. Staff could not be any better. The structure and care make sure you get somewhere post-18. I could sing for hours about how great the place is and I still keep in touch.'

The home is well presented and maintained to a high standard. It radiates warmth, comfort and nurture. As a result, children flourish.

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

Children live in a safe and nurturing environment where staff are committed to keeping them safe and protecting them from harm.

Risk assessments are clear and well informed. Staff understand each child's risks and triggers to behaviour that place them at risk of harm. Staff use their preferred method of behaviour management remarkably well. A staff member said:

'We are a family who strive to provide therapeutic parenting to the children in the home through our use of [name of behaviour management model]. This is something we carry out every single day to support all the children.'

As a result, children's missing-from-home episodes have reduced and the use of physical intervention to manage behaviour is rarely used.

Consequences are imposed when children do not comply to the rules and boundaries, such as not handing in their mobile phone at night or not answering welfare calls when out. Consequences are fair and proportionate. There has been a significant reduction in consequences because children have learned how to regulate their behaviour.

Children know how to keep themselves safe online and while out in the community. Staff place children's safety at the heart of their practice and explore children's risks and vulnerabilities with them during key-work sessions. During the inspection, a child spoke to the inspector about staying safe online and explained the risk of using social media. She gave examples of how she would recognise if people were 'catfishing'. This means that children can recognise online abuse.

Children learn how to live in harmony with each other and understand the culture and family values that the home promotes. As a result, children do not experience bullying or feel unsafe living in the home. A child said, 'I would like to make a video for other children telling them how nice the home is so they won't be afraid when they come to live here.'

When allegations are made against staff, the registered manager ensures that referrals are made to the appropriate agencies. Investigations are carried out and the outcome is provided in writing to the person raising the complaint. This ensures that allegations are taken seriously and acted on.

Since the last full inspection, 10 members of staff have been safely recruited. Thorough recruitment vetting ensures that only suitable candidates have access to children. This keeps children safe from harm.

The effectiveness of leaders and managers: outstanding

The home is managed by a suitably qualified registered manager. Leaders and managers are remarkable. They are tremendously ambitious, creative, dedicated and passionate. They are extremely respected by staff, children and partner agencies. A staff member said:

'Our current manager continues on a daily basis to support everyone in the home and will support and encourage anyone to progress and develop professionally. I feel the home is very well managed by the registered manager and the regional manager.'

The registered manager knows and understands each child's needs. She actively challenges professionals when they are not providing a good enough service. An independent reviewing officer said:

'I have been very impressed by the communication from the home and the tenacity with which they advocate on behalf of [name of the child]. They have held the local authority and me to account when things have drifted and communication has been lacking. They have professionally but firmly challenged in [name of child]'s best interests. I particularly feel [name of registered manager] has been excellent in this regard.'

Staff receive highly effective supervision, appraisals and training that equip them in delivering outstanding care for children. Staff speak in high regard for their manager, they love their jobs and are continually pushed to develop their skills and interests.

As a result, staff retention is high, and children continue to receive excellent continuity of care that is fundamental in meeting their complex needs. A staff member said:

'I have been working at [name of home] since August and have felt nothing but welcome. My manager has guided me through the induction process, offered further development and continuously supported me and the others in the team.'

The manager has meaningful development plans in place. Her consistent enthusiasm to improve the service overflows to her staff. They are always encouraged to participate in shaping the home. The manager's home received a 'Home of the Year' award from the company, which acknowledges the remarkable progress being made. As a result, staff continue to raise the bar in being the best they can in improving outcomes for the children.

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: SC356327

Provision sub-type: Children's home

Registered provider: Oracle Care Limited

Registered provider address: Suites 1 and 5, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: David Phipps

Registered manager: Billie-Jo Kelsey

Inspector

Michelle Spruce, 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://reports.ofsted.gov.uk/>.

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 2023