

SC404596

Registered provider: The Senad Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides residential care for up to 24 young people who have communication difficulties or are diagnosed with an autism spectrum disorder. At the time of the inspection there were nine young people living at the home. Young people are aged 15 years and older. The manager is suitably experienced and qualified and was present throughout the inspection.

The home shares the same site as a separately registered school provision. The inspectors only inspected the social care provision at this school.

Inspection dates: 4 and 5 October 2022

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 good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2021	Full	Good
14/01/2020	Full	Good
03/10/2018	Full	Outstanding
30/10/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Staff know young people very well. They recognise the importance of respecting each young person's individual needs, wishes and feelings. Celebrating diversity is a strength at this home. One young person said: 'This is the first place and time that I have ever experienced celebrating me.'

Young people are helped to make significant progress in all areas of their lives. Some young people's educational progress has been exceptional. One young person who had previously been out of education has achieved qualifications within three terms of being in the school. Young people are supported to overcome barriers and aim high in their academic attainment. Some young people are gaining work experience, achieving success, attending colleges and aspiring to go to university.

The multi-disciplinary approach and working together arrangements between the staff members are very strong. These close working relationships support young people to do well. There is careful planning and evaluation around all aspects of young people's care plans. This helps them to achieve positive outcomes.

Staff work creatively to support young people with their independence skills. This helps young people to feel prepared for their futures. Young people are helped with transport, budgeting, managing medication and developing strategies to manage their well-being. When they do experience difficulties, there is a cohesive response to support them to get back on track.

Young people who have previously faced barriers to experiencing social situations are supported to engage in and benefit from these. Young people with communication needs are helped to share their views. They have a variety of avenues to share their views, including through welfare discussions with staff. A parent told the inspector about the progress their young person had made due to being at this home. They said: 'He was not able to verbalise his needs, wants and wishes before, and can now do this.'

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

Young people have positive relationships with staff. This generally helps them to feel able to be open and share their concerns. Young people know how to make complaints. They regularly share their worries, and these are addressed with their best interests at the forefront of staff practice. There was one complaint where there was a delay in feeding back to young people. This has been acknowledged by the manager and action has been taken to address this in the future.

On the rare occasions when young people make allegations, these concerns are listened to and responded to. The provider commissioned an independent investigation into a matter, which ensured appropriate independent scrutiny.

Staff have received a variety of training on how to protect and safeguard young people. Alongside internal training, leaders have commissioned specialised external training to support and upskill staff.

There is a multi-disciplinary approach to supporting young people to keep safe. Young people have benefited from accessing specialist support. The therapeutic support team, care staff, education staff and families work together to address issues of concern. There have been some incidents where young people have felt at risk from one another's behaviour. Leaders have carefully reflected and planned in relation to reducing future risks. Staff have worked well together to support young people to stabilise.

The staff team is experienced in setting boundaries in relation to the home environment. For example, young people talk about curfew times and how these are respected. The same level of boundaries and professional curiosity is not always afforded to young people's online safety. There are not always clear processes for managing how online safety will be monitored.

The effectiveness of leaders and managers: good

The home is led by a confident and experienced manager who has a clear vision for the service. She is enthusiastic about her role and providing the best possible care for young people. She is well supported by her manager and the staff team. She has high aspirations for young people and knows them very well. The manager leads a culture which puts the young people first.

The manager has plans to further improve the physical environment by way of creating two self-contained, semi-independent flats. She has good oversight of the home. She regularly carries out a variety of audits to ensure the quality of care is good.

Team meetings and handovers are used well to share information. Staff confidently discuss young people's emerging needs and explore strategies to support them. This ensures that staff are fully involved in decision-making and can share their expertise.

The staff team is stable and experienced. Staff have access to a wide variety of training and development opportunities. This means that they have up-to-date knowledge and the right skills to provide good-quality, safe care. Staff have received additional bespoke child-specific training such as ligature training and training on keeping young people safe online. This helps them to meet young people's individual needs.

Staff have regular, good-quality supervision meetings with their manager. During these meetings, staff members discuss the young people in detail. Supervisions are

reflective and help staff to think about young people's needs. The manager has regular oversight of all supervisions. Therapists also work with the staff team to help them to consider young people's therapeutic needs.

Staff love working here. They are passionate and committed to improving outcomes for young people and know them well. One member of staff said they 'felt it was a calling rather than a job'. Staff feel supported by the manager and by each other. Many staff shared their positive views with the inspector about working at the home.

What does the children's home need to do to improve? Recommendation

- The registered person should ensure that staff take reasonable precautions and make informed professional judgements based on the individual child's needs and developmental stage about when to allow a child to take a particular risk or follow a particular course of action. Staff should discuss the decision with the child's placing authority where appropriate. If a child makes a choice that would place them or another person at significant risk of harm, staff should assist them to understand the risks and manage their risk-taking behaviour to keep themselves and others safe. This is in relation to developing systems for monitoring young people's online safety. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.7)

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: SC404596

Provision sub-type: Residential special school

Registered provider: The Senad Group Limited

Registered provider address: 1 St Georges House, Vernon Gate, Derby DE1 1UQ

Responsible individual: Mark Ryder

Registered manager: Lesley Mawbey

Inspectors

Bev Allison, Social Care Inspector

Pradip Panchmatia, Social Care Inspector

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