

2581909

Registered provider: Senad Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is the residential provision of an independent special school. It provides care for up to eight children aged from seven to 16 years who have learning disabilities and autism spectrum disorder.

Six children were living at the home at the time of the inspection.

The manager is qualified and registered

Inspection dates: 25 and 27 July 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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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: 5 July 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2022	Full	Requires improvement to be good
25/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in a loving home with a strong family feel. One parent said, 'The home feels like a family but is run professionally.' Staff advocate for each child's individual needs, supporting their sense of belonging. They go above and beyond in their efforts to ensure that children have fun experiences, and they are well cared for.

The staff are committed and dedicated. This has led to children making exceptional progress. Children have participated in some activities that their families never thought possible. For example, one child has been able to celebrate a religious holiday with their wider family. The staff are forward thinking, and this supports the planning of such milestone events. One parent said, 'The progress my child has made is a small miracle for all involved.'

All children have tailored education packages that ensure barriers to education are overcome. Care staff support children throughout the school day. This creates stability, which supports children to succeed. Staff support friendships made at school and encourage these outside of school hours.

Staff know children's communication needs and strive to break down communication barriers. Children are supported to understand their emotions. This has led to a significant reduction in physical interventions. Staff think about the lived experiences of children when making care decisions, for example staff not completing personal care until they have built meaningful relationships with children.

Staff do not give up on children even through periods of challenge. They find innovative ways to work collaboratively with other agencies to achieve the best outcomes for children. One parent said, 'At the home, staff do not say, "No, it's not possible." Instead they say, "How can we make this possible?"' This makes a huge difference for the children in their care and their families.

All children are supported to engage in fun activities and access several community-based activities. This is significant progress for all children, who have previously experienced a degree of isolation and a lack of social integration within their communities.

Managers work effectively with children's medical professionals to reduce children's dependence on medication. Children have been supported to reduce medication or cease taking medication completely. This is clearly due to the strong emphasis on supporting children by implementing clear boundaries, routines and structures. If children have needed the support of the child and adolescent mental health service and encountered delays in this service being provided, then the manager has found alternatives to ensure that children receive the care and support they need.

Family relationships are central to the care provided for children. Where it is appropriate, staff include parents and people who matter to children in their day-to-day living arrangements. Staff support family members to see their children regularly. The staff demonstrate commendable tenacity in engaging family members. A parent said, 'Staff have the time, patience and the know-how to support my child to be the best person he can be.' At times, relationships between children and families are rebuilt over time, and families are incredibly grateful for this.

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

Staff are extremely diligent. This ensures that the potential risks to children are understood and reduced. The children's individual risk assessments and care plans are extremely thorough. They provide staff with clear, concise information about how children need to be supported. Staff know and understand the underlying causes to more-difficult behaviours that children may exhibit. As a result, staff employ well-considered strategies to manage behaviour. Staff confidently keep children safe, and this practice helps to reassure children.

Staff provide children with the support they need to manage their own behaviour. Children who use alternative methods of communication have access, throughout the home, to symbols and electronic devices to aid their communication. This means children can make their needs known to staff. This avoids the children becoming frustrated. Children are encouraged by staff to use techniques aimed at reducing their anxiety and becoming calmer. This empowers children to manage their own emotions and behaviour.

Children benefit from having an independent advocate who visits the home regularly. This means children can express their feelings, especially if unhappy with any aspect of their care. The advocate has built good relationships with children and understands their needs, ensuring that decisions are made together with children and in their best interests.

Staff place the highest importance on children's safety and protection. The manager successfully advocates and contributes to care planning discussions with involved professionals. The staff and managers advocate for children and will challenge other agencies if they believe that children are not receiving their entitlements. This helps to manage risk and secure the right services for children. For one child who has restrictions on their movement, the staff ensure that these restrictions are at the minimum required and are reviewed regularly. This is adhered to by staff to ensure the child's safety.

Managers respond to allegations against staff, in accordance with guidance. They deal with issues of misconduct swiftly. Records of investigations show a thorough approach to managing concerns. This assures that children are protected.

The effectiveness of leaders and managers: outstanding

The manager and assistant manager are driven, motivated, nurturing and committed to the children and staff. Children have excellent outcomes because of their skills, knowledge and experience. They know the children exceptionally well and have high aspirations for them. They have created a warm, loving and nurturing home. As a result, children feel safe and well cared for and make exceptionally good progress in all areas of their development.

Leaders and managers are highly effective. The management team is inspirational in its leadership of the team. In turn, this style of leadership, and expectations about providing good-quality care, leads to improved outcomes for children. The staff team shares the manager's vision.

The manager completes wide-ranging internal auditing and quality assurance processes. This provides the manager with essential information and holistic oversight of the home. Through this, the manager is aware of the strengths of the home and identifies actions to improve and maintain the high standards of care for children.

Partnership working with other agencies is a real strength of the staff. There are regular, and vibrant, professional discussions about the care provided for children. Parents and professionals attribute the significant and progressive steps that children make to the consistency of care provided. There is real clarity about how care should be delivered because everyone is involved.

There is a clear focus on professional development that ensures that staff are equipped to care for children. The manager takes every opportunity to test staff knowledge and skills. The manager maintains good oversight of training and makes sure that all staff are up to date with mandatory courses, such as safeguarding. In addition, the staff undertake necessary specialist training to care for the children.

Staff receive regular formal and informal supervision. One staff member said, 'I honestly couldn't ask for more supportive and understanding managers. They really are the best.' Staff morale is high despite some staffing challenges experienced at the beginning of the year. This is a result of strong and consistent leadership and management.

There is a thorough induction for new staff, and their progress is carefully reviewed. Any areas for development are met with a strong response and difficulties are worked through in a professional and accountable way. The members of the staff team are diverse. Each person brings their own skills and experience, which have been integrated into a consistent approach to care practice. As a result, the quality of care for children is outstanding.

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: 2581909

Provision sub-type: Residential special school

Registered provider: Senad Limited

Registered provider address: Senad Group Ltd, 1 St. Georges House Vernon Gate, Derby DE1 1UQ

Responsible individual: Mark Ryder

Registered manager: Jamie Thomas

Inspectors

Zoey Lee, Social Care Inspector
Ellen Monk, Social Care Inspector

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