

# 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 17 young people who have communication difficulties or are diagnosed with autism spectrum disorder.

At the time of the inspection there were 10 young people living at the home. Young people are aged 15 years and older.

The manager is registered and is suitably experienced and qualified.

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: 12 to 14 March 2025**

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>outstanding</b>
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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:** 27 February 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2024	Full	Good
04/10/2022	Full	Good
07/12/2021	Full	Good
14/01/2020	Full	Good

## Inspection judgements

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

The staff create a warm, loving and nurturing environment where young people are safe and well cared for. Young people remain central to everything that staff do, ensuring they enjoy positive and enriching experiences that contribute to them achieving outstanding outcomes. One parent said, 'I cannot praise them enough. They have changed my child's life.' Another said, 'We never dreamed our child would achieve what they have been able to since being there. They've enabled them to make phenomenal progress in all areas of life.'

Young people who live here make exceptional progress. Despite their complex needs, they make considerable progress in all areas of their lives. Outstanding levels of care are built on foundations of trusting relationships between young people and adults. Achievements are celebrated constantly. As a result, young people lead fulfilling, enriched lives.

Moves into the home are a real strength. Staff take time to prepare information for each young person and share this with them, so they know what to expect. This can alleviate some anxieties for the young person moving to the home. Additionally, young people are provided with opportunities to visit the home, spend time with staff and the other young people and start building trusting relationships before officially moving into the home. Furthermore, the young people already living at the home are prepared for the new young person moving in, so this does not come as a shock to them when it happens.

Young people make exceptional progress in education. Those who have had long periods out of education are now attending and making excellent progress from their individual starting points. There are excellent systems in place to review their progress. Effective and collaborative working with external professional agencies has supported each young person to achieve their full potential. For example, a number of young people who previously struggled in education are currently undertaking their A levels and have been offered places at university. Another young person who had disengaged with education is now enjoying college and making excellent progress. This is a result of staff believing in young people and showing their support every step of the way.

Young people learn to be responsible for their behaviours. For some young people, this has been highly significant. This support for self-regulation, together with outstanding care, has meant that some young people are now able to go into the community with friends, travel independently to local towns and places of interest and sustain positive, healthy relationships. This level of care can have a life-changing impact.

The young people who live here are supported to prepare for adulthood. The nature and extent of their needs are well understood by staff. This enables them to set realistic but also challenging goals, including learning how to plan meals, cook, shop

independently, wash their laundry, manage their money and travel alone. This highly effective care planning ensures young people have the very best start to their adult life.

Significant time has been taken to ensure the voice of the young people is explored and acted on. There are many examples of ways in which staff have supported young people in expressing their wishes and feelings, ensuring they are heard and acted on. This is vital for young people, as it empowers them to have a stronger voice and understand that they will be listened to.

Staff have meaningful discussions with young people. This provides increased opportunity for staff to explore topics that might be affecting the young person and help them to overcome these areas of challenge. Young people are provided with the tools they need to build emotional resilience and flourish. As a result, they grow in self-confidence and the ability to overcome challenges they may face. One child said, 'I am able to be who I am here without feeling judged. I feel safe, can talk to staff about anything and feel my mental health is the best it has ever been.'

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

There is a clear and proactive multi-agency approach to keeping young people safe. Young people are provided with consistent and reliable support, while enabling them to take age-appropriate risks with the support of staff's emotional warmth and understanding. Young people say that they feel safe and happy living at the home. One young person said, 'I wish the other children I have met in previous care homes could live here. They all deserve to have this sort of care; staff really are the best. So friendly, welcoming and made this feel like home.'

The ethos of the home is that young people are cared for by staff who do not give up on them. The manager ensures that young people can safely live together. There is extensive planning when young people move in and out of the home. This has meant that young people make progress and their experience of living at the home is positive from an early stage.

Young people's individual risk assessments capture their risks and vulnerabilities. The level of detail recorded shows how well staff know each young person. The management team and staff regularly review risk assessments and update them if circumstances warrant it. As a result, staff have up-to-date information about each young person and the best way to respond to their needs when they arise, enabling them to keep young people as safe as possible.

Staff have a clear understanding of their safeguarding roles and responsibilities. They receive relevant safeguarding training. When there has been a safeguarding incident, the manager and staff reflect on the incident and their practice with the support of the therapy team, ensuring learning can be taken from incidents. Because of this, safeguarding practice is adapted in line with the changing needs of each young person.

Staff are diligent and attuned to young people's potential risks, ensuring that these are understood and minimised. Young people talk openly about their current and previous life experiences. As a result, staff support young people to understand their past experiences and to manage current risks. This has enabled young people to understand their own needs and vulnerabilities and make significant progress. As a result, significant incidents for one young person have reduced by 90%.

Young people know how to make a complaint. The home's complaints procedure is clear and accessible. Young people's concerns are taken seriously and are fully investigated. Young people receive a prompt response from the manager. An advocate visits the young people each month, providing an opportunity for them to confide in someone who is independent of the home.

Young people's health needs are met. Staff receive specialist training to enable them to support and care for the young people safely. After a young person recently received a new health diagnosis, training has been quickly identified and scheduled for the team.

There has been a recent medication error. However, leaders and managers have responded quickly and appropriately to address this situation, ensuring there was no impact on the young person.

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

The home is run by an aspirational, experienced and suitably qualified manager. She is supported by a knowledgeable and dedicated newly appointed care manager. The managers are passionate about creating opportunities that promote young people's progress and have a clear shared vision for the young people in their care. They are proud of how the members of the staff team have significantly influenced and enhanced young people's lives.

Parents and professionals speak highly of the care provided. The manager has established excellent relationships with key agencies to ensure young people receive the services they need when they need them. The manager is an influential and strong advocate for young people, making sure they are supported to voice their opinions and effectively challenging decisions made by relevant professionals when they do not feel they have been listened to, or decisions are not made in the best interests of the young people. This empowers young people and supports them to grow in both confidence and self-belief.

There is a long-standing and stable team of staff, who feel well supported by the manager and the organisation as a whole. This gives young people stability and consistency of care. Staff have positive relationships with each other, creating a harmonious environment for young people to enjoy.

Staff collaborate closely with the company's therapy team to provide the highest standard of care possible. The therapy team takes a proactive approach, working

effectively and supportively with staff. The time that therapists spend with the young people helps them to make progress and build their emotional resilience.

The manager has excellent oversight of the service. She has robust and effective monitoring and quality assurance systems in place. Feedback from external stakeholders and young people is routinely sought and acted on. Regular internal and external audits are carried out. Any shortfalls are promptly addressed. This ensures that standards of care remain high.

Staff have access to a comprehensive range of training. They receive regular supervision sessions and access to team meetings. They are supported to understand the young people's complex needs and reflect on their practice. As a result, staff are attuned and skilled in their role and meet the managers' expectations. Staff who were spoken to were enthusiastic, motivated and dedicated. They enjoy working at the home and refer to this being more than just a job to them.

## **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

## Inspector

Zoey Lee, Social Care Inspector



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