

2583468

Registered provider: Watermead Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care and accommodation for up to four children who have emotional and/or behavioural difficulties. There have been up to three children cared for at any one time since the home opened.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020.

We last visited this setting on 16 and 17 December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 25 to 26 January 2022

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	outstanding
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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: Not previously inspected

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: Not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are thriving. Children say they feel loved, treasured and valued. This enables them to develop resilience and grow in confidence. One said, 'I cannot praise the staff enough. They cope with my strops, and no one gave up on me. That stopped me from going missing like I used to.'

Children's relationships with their families have improved. A parent spoke positively about how welcome she is made to feel when she visits the home. By establishing good, constructive and supportive relationships with children's families, the staff reduce children's anxieties. Children know that they have a consistent support network of people who work in their best interests.

Children who have not previously had positive experiences of education are now attending regularly and doing well at school. They now enjoy going to school, and their confidence has soared. The staff are highly skilled at promoting good morning and bedtime routines. As a result, children are well prepared for their school day.

Children are encouraged and very well supported to attend their health care appointments. Staff are particularly skilled at addressing mental and emotional health needs. For example, they have successfully advocated for children to receive specialist support, which has been very effective.

Staff encourage and empower children to express their views and opinions. As a result, children are able to influence their own care arrangements. Children are encouraged to explore wider social and political issues and develop a sense of community. The varied discussions include topics such as debt and friendship breakdowns. Children learn how to resolve disagreements through debate, and they develop better social skills. Children also contribute to their community by doing voluntary work and joining local projects.

Transitions into and out of the home are managed very well. Innovative ways have been found to support children who have not been able to visit the home before moving in. For example, children have been able to take a virtual tour of the home. The children living in the home are encouraged to reflect on their own experiences of moving to the home and think about how they can best support new children. As a result, they are a valuable part of the process. For example, children have prepared welcome parties for new children. This empathetic approach is a key strength of the home.

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

Very clear expectations of behaviour, and well understood boundaries, mean that children feel safe and secure. The home has a lively, happy feel. Children feel loved and cared for. They respond positively to the therapeutic approach of staff. Children say that staff are good at assessing their moods and helping them to deal with any frustrations, worries or concerns they may have. This approach enables children to speak openly about their feelings, preventing many negative behaviours.

Children are much safer as a result of moving to the home. Vulnerability to exploitation is significantly reduced as safe, age-appropriate routines are quickly established. However, staff ensure that they are not over-protective of the children. They allow children to make age-appropriate decisions about their lives. Children's increased confidence comes from the ongoing conversations that they are having with staff about risk and vulnerability.

When children go through unsettled periods in which their vulnerability increases, staff are resilient. When staff challenge unacceptable behaviour, they make sure that children understand that they are still valued and treasured. This has ensured that placements have not broken down and that children are able to stabilise. A child said, 'I love the home. Whatever you do, no-one gives up on you.'

Safeguarding training covers a broad range of safeguarding topics, ensuring that staff have up-to-date knowledge. As a result, staff know how to protect children from all forms of abuse, including criminal and sexual exploitation.

The effectiveness of leaders and managers: outstanding

The manager is a highly effective leader. She is determined to empower children and is very ambitious for them. Children know that the manager believes in them. This encourages them to make progress and achieve. The manager is a strong advocate for the children. This ensures that children get the services they are entitled to and deserve. Children say that the manager's commitment to them makes them feel valued.

The manager is determined to ensure high standards for children. She makes sure that all staff understand and implement the home's therapeutic model of care. The manager makes sure that the therapeutic model underpins all interactions between children and staff. As a result, children feel confident expressing their own personalities. A child said, 'I felt fake before as I wasn't being myself, but now I am.'

The staff are very positive about the support that they receive from their leaders. They value the approach of the manager and praise her leadership. Other professionals also highlight the strong leadership in the home. A social worker said, 'They let me know when things are rumbling and do not wait for crisis point. They always come up with a plan to support.' An education worker said, 'There is a reassuring sense with them, which I really value, given the recent COVID restrictions.'

Recruitment is robust, and the manager is clear about the calibre of staff she will appoint. Although there are current challenges in recruiting suitable staff, the manager is clear that she will not compromise on her standards. Staff are given comprehensive inductions and regular supervision. This enables them to develop their practice and progress in their career. The team is diverse in age, culture and experience.

The manager has a very good awareness of the home's strengths and weaknesses. She uses monitoring and quality assurance tools well to improve the quality of care. Her development plan is detailed and promotes continual improvement.

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: 2583468

Provision sub-type: Children's home

Registered provider: Watermead Care Ltd

Registered provider address: Suite 135, 1 Hanley Street, Nottingham,
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Responsible individual: Anne-Marie O'Reilly

Registered manager: Sharon Smith

Inspector

Sonia Hay, Social Care Inspector

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