

2713730

Registered provider: Watermead Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to three children with emotional and social difficulties.

The home is led by a registered manager.

At the time of the inspection, there was one child living at the home.

Inspection dates: 30 and 31 May 2023

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 outstanding

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

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: good

The house is warm and welcoming, with a homely feel. Relationships between the staff and child are good. The child likes the staff and enjoys living at this home.

The child's placement plan is clear and detailed. It contains important information about health, education and time spent with family. It is regularly reviewed and updated. This ensures that staff know the best way to care for the child.

The child's education is seen as very important. Staff help the child to learn when they are not in school. There is a close working relationship between staff and teachers. Staff have supported the school to provide a personalised timetable. As a result, the child has returned to full-time education.

Staff support the child to spend time with family members. The child is helped to keep a strong relationship with family members who live far from the home. A parent said, 'The staff have gone above and beyond.' This means that the child can maintain very important relationships, which helps to ensure that the child keeps a sense of their identity.

The child is helped by staff to lead a healthy lifestyle. The child is registered with local doctors, opticians and dentists. Staff ensure that the child eats a healthy diet. Activities for the child involve regular exercise, such as bike riding, swimming, and walks. This ensures that the child's health needs are met and that a healthy lifestyle is promoted.

The child has regular individual support sessions with staff. The sessions are recorded in detail. They address important issues for the child. This helps the child's wishes and feelings to be at the centre of their care. This also helps to develop very important relationships between the staff and children.

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

The child's behaviour support plan is detailed. It gives a good understanding of the child's needs and provides clear direction to staff about how to respond to challenging behaviours.

The child's assessments of risk are clearly recorded. They are regularly reviewed and updated. They include how staff should recognise situations of vulnerability for the child. Each risk is addressed in detail. Therefore, staff are helped to recognise and manage these risks.

Staff manage incidents very well. Staff are trained in therapeutic approaches to care. They are also trained in the safe use of physical intervention, which is only used as a last resort. There are gaps in discussions between staff and children

following an incident in relation to the debrief. This has been identified by the manager and is being addressed. Staff are skilled in de-escalating some very difficult situations. As a result, there has been a reduction in incidents that require physical intervention.

The child does not go missing from care. However, plans and procedures are in place if this should happen. The child has close support from staff both in the home and community. Therefore, the child is not exposed to the risks associated with being missing from care.

The child's comments and views about staff are taken seriously. There is good communication with the child's local authority social worker. Safeguarding professionals have been involved where necessary. This ensures that the child is listened to and helped to keep safe.

The effectiveness of leaders and managers: outstanding

The manager knows the child extremely well. She has high aspirations for the child and speaks very positively about her. There is a good relationship between the manager and the child.

The staff feel well supported by managers. Staff say that they 'love' working at this home. Staff feel listened to and appreciated. One member of staff said, 'The manager is passionate about her job and makes decisions based on what is best for the child.'

The manager has comprehensive quality assurance systems. These include a monthly monitoring audit that is reviewed by senior managers. There are also daily and weekly checks. The manager makes excellent observations of staff practice. All records have management oversight that is recorded. This enables the manager to develop staff practice and ensure high standards of care.

The manager provides a thorough induction for new staff. It includes face-to-face and online training. There is shadowing of experienced staff before starting in the role. The manager ensures that staff share the company's vision and ethos. They recruit staff who show a passion for improving the lives of children.

The manager holds monthly team meetings. In-depth discussions on the child's progress also take place. There is a focus on staff knowledge and skills and continuously improving these areas. This includes training and learning from research. This gives an opportunity for staff to learn from management, develop as a team, and provide child-centred care.

The manager feels very well supported by the responsible individual and organisation. She receives monthly supervision. The responsible individual visits the home and knows the staff and children well. The dedication and drive of the manager is also evident in the senior leadership.

The manager works in partnership with other professionals. There are strong relationships with social workers and teachers. One social worker said, 'They work closely, open and honest with me.' As a result, the child is making good progress.

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

- The responsible person should ensure that any child who has been restrained is given the opportunity express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.60)

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: 2713730

Provision sub-type: Children's home

Registered provider: Watermead Care Limited

Registered provider address: Suite 135, 1 Hanley Street, Nottingham NG1 5BL

Responsible individual: Anne-Marie O'Reilly

Registered manager: Kerrie-Louise Moore

Inspectors

Shaun Caplis, Social Care Inspector
Emma Dacres, Social Care Inspector

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Piccadilly Gate
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M1 2WD

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