

# 1247384

Registered provider: Solent Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and run by a private organisation. The home provides care for up to two children who have social and emotional difficulties. The staff are referred to as 'adults' in this report.

The manager has been registered with Ofsted since May 2018.

### Inspection dates: 13 and 14 March 2023

**Overall experiences and progress of children and young people, taking into account** **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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:** 29 June 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
29/06/2021	Full	Outstanding
02/03/2020	Full	Outstanding
03/12/2018	Full	Outstanding
19/03/2018	Interim	Sustained effectiveness

## Inspection judgements

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

Children are provided with an outstanding level of care by a friendly and highly motivated team of adults. Adults have persevered to build and maintain trusting relationships with children. This has helped the children to settle, continue living at the home for several years and make wonderful memories.

Adults strongly promote children's education. Children make excellent progress in school and have high attendance rates. Adults work closely with the school staff to ensure that a consistent approach to care and support is given to children. This helps some children settle well in school and helps others prepare for their final school examinations and apply for college placements. Adults use highly creative methods to encourage children to complete their homework. Consequently, children enjoy and value their education.

Adults know children exceptionally well and understand their needs. They have clear strategies to help the children overcome barriers and develop resilience. One child informed the inspector how the staff were thoughtful in preparing them for difficult life events.

Adults highly acknowledge the importance of capturing children's views. They use natural approaches to engage children in open and honest discussions. Staff involve children in planned one-to-one key discussions where they obtain children's views and reflect on identified issues. As a result, children feel listened to.

Children participate in a wide range of activities and enjoy life-changing experiences in the community and further afield. Children are kept physically fit by attending a variety of activities such as trampoline parks and bicycle riding. Children enjoy camping trips and holidays abroad. These experiences are captured in exceptionally well-presented memory books. A child proudly shared photographs with the inspector and said, 'Spain was my favourite holiday. It's the best place I have ever been.'

Adults have high aspirations for children to progress and achieve. Individualised independence plans are completed with children's involvement. Adults help children learn life skills, be responsible and develop confidence in line with their age and abilities. They help children to budget, use their bank cards for shopping and access and engage with the wider community safely. This helps children feel empowered and they continue to do well.

The home is clean and well decorated with photos of children and adults on holidays and participating in a variety of activities. Children's arts and crafts, personal effects, toys and collections are displayed in communal areas and children's bedrooms.

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

Adults work tirelessly to ensure that children are safe. Excellent assessment processes are used to measure risk levels for each child. These are regularly reviewed and used as an effective tool to keep children safe. Adults discuss identified trends in meetings and individually with children. This helps children understand risks and how to make safer choices.

Children seldom go missing from the home. When children walk away from the home to calm down, adults follow them, giving them space while ensuring they are safe. They encourage children to return home and help them to reflect on concerns and address their feelings and emotions. Clear protocols are in place to guide adults on actions to take in the event of a child going missing from care.

When children have emotional difficulties, adults respond compassionately and consistently. They skilfully use the home's therapeutic model of practice and de-escalation techniques to support children to quickly calm. Children confidently reflect on their emotions and feelings and seek adults' positive attention when distressed. Rigorous evaluation processes are used by the manager to ensure that incidents are managed in accordance with guidelines and the home's model of practice.

Safe use of the internet and mobile phones is a high priority. Assessments and guidelines have been implemented to support safer access and use of the internet. When concerns are reported regarding the sharing of inappropriate images and accessing adult material, the manager and adults respond quickly. Child-centred discussions are held with children to help them understand the dangers associated with internet use. Extensive parental controls are fitted to the home's internet system, and adults receive a wide variety of training to improve their understanding of internet safety and practice.

Children live in an extremely safe environment. Regular health and safety checks are completed. Children are encouraged to participate in some of the daily and weekly safety checks. When door alarms are used, adults ensure that children, parents and social workers are informed, and this is regularly reviewed.

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

The registered manager is exceptionally ambitious and has high expectations of the staff and the care provided to children. She shares her vision of providing an outstanding level of care with a very motivated team of adults. An adult said, 'She [the manager] loves and cares for our children and wants the best for them.'

The manager and adults use excellent systems to review children's progress. They carry out a weekly monitoring process where they evaluate trends in behaviours and the progress made. The manager completes comprehensive monthly reports, which are shared with social workers. Children complete independent plans to help them

track their own progress. This ensures that everyone is aware of the children's progress, support needs and achievements.

Adults receive regular and highly effective supervision. The manager goes above and beyond to ensure that new adults receive supervision twice a week and direct coaching from experienced adults. This supports the new team to quickly gain confidence in caring for and building trusting relationships with children. Regular adult meetings provide space for the team to share their views on the progress made by children and how to improve practice. An adult said about the manager, 'She is one of the best managers I have ever known; she supports me and is very easy to talk to.'

Adults are provided with opportunities to learn new skills and develop within the organisation. New adults receive extensive induction training. Further training is provided to adults in accordance with children's current needs. This includes training provided by external bodies such as universities and other organisations. This helps adults provide highly effective care to children.

The manager and adults promote equality, diversity, inclusion and different religions. They discuss and teach children to be tolerant, fair and respectful to others. Children are supported to explore their beliefs and provided opportunities to practice religious beliefs of their choice.

## **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:** 1247384

**Provision sub-type:** Children's home

**Registered provider:** Solent Childcare Ltd

**Registered provider address:** 9 St Georges Yard, Castle Street, Farnham, Surrey  
GU9 7LW

**Responsible individual:** Charlotte Tanner

**Registered manager:** Katherine Sims

## Inspector

Alphie Khumalo, Social Care Inspector

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