

2728327

Registered provider: Gracebridge Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children who may have social and emotional difficulties.

The manager registered with Ofsted in June 2023 and is suitably qualified.

Inspection dates: 5 and 6 February 2024

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 good

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: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living at the home. Children form strong relationships with staff that are built on trust and affection. Staff have a good knowledge and understanding of the individual needs of the children. This positive regard and culture help children to make good progress in all areas of their lives.

Children are positive about their living environment and the care provided by the staff. Staff actively promote peer relationships. One child said that their peer was 'like a big brother to me'. This nurturing atmosphere promotes a harmonious family environment, enabling children to develop a sense of security through positive connections.

Staff ensure that children's health needs are met. Children are supported to attend all their routine health appointments. Staff are supported by the provider's clinical consultant to establish appropriate approaches to support children's emotional needs and well-being. In addition, staff seek specialist help when necessary. This multi-agency approach means that children's needs are met holistically.

Staff actively encourage children to develop their independence by promoting skills, such as attending to their personal needs, tidying their bedrooms and preparing and cooking simple meals. During the inspection, one child took part in cooking the evening meal for everyone in the home by preparing and frying the chicken. The child told the inspector that they had cooked the chicken from scratch using their own recipe. These opportunities help children to take on appropriate levels of responsibility to develop essential skills for their future.

Both children are currently receiving education. One child spoke to the inspector about their GCSEs, which they will be sitting at the end of this academic year. An education professional said, '[Name of child] is flourishing.' Staff and education providers support children's education well to ensure that they achieve the best educational outcomes.

Staff help children to spend time with those who are important to them, such as family and friends. Staff ensure that safe and meaningful conversations and visits take place when appropriate. This approach helps children to maintain positive relationships with the people who are significant in their lives.

The home is warm, welcoming and well decorated. Children's bedrooms are comfortably furnished, and they have been encouraged to personalise their own space. This supports children to have a sense of belonging. One child said, 'I like living here, especially my bedroom.'

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

Children do not go missing from the home. Staff know the children well; they understand their vulnerabilities and support children to help them stay safe. One child said, 'I can trust the staff; I feel safe.'

Staff manage children's behaviours effectively. They use strategies such as humour and mindfulness to support the children. Consequently, incidents of restraints have significantly reduced over the last three months, with none reported in January and February 2024. When restraints occur, they are used as a last resort and are managed effectively. The manager oversees all incidents and carries out debriefs with staff and children, which provides the opportunity for children to express their feelings.

Allegations and complaints are managed well. The manager takes prompt action, ensuring that information is shared quickly with external professionals to avoid delay and to ensure that children are protected from harm. Children are kept informed of any outcomes. These actions support children's confidence to raise concerns and help them feel safe in their home.

The internal systems for managing children's internet usage are effective. For instance, a system is in place to enable the implementation of parental controls, ensuring that children access age-appropriate content. Staff conduct regular checks on children's devices if they have any welfare concerns. Additionally, children learn about online risks. For example, one child attended a course to learn more about internet safety. This exemplary practice enables children to access the internet and online networks safely, while educating them on potential risks.

The manager and staff promote a safe and positive environment for children. Staff understand and manage the risks associated with each child. Overall, children's care plans and risk assessments are in depth and address children's specific needs and any emerging vulnerabilities they have. However, the medication record for one child lacked instructions for staff on what to do if a child misses their medication. Although this shortfall in recording did not impact the child, it went unnoticed until the inspector identified it during the inspection. The manager included this vital information on the child's medication record immediately.

The effectiveness of leaders and managers: good

The manager has worked hard to successfully set up the home and establish a team. He is ambitious and leads the home effectively. He advocates well for the children and ensures that they are supported to make progress in their lives. The manager is supported by an organised deputy manager who is keen to learn and develop. This ensures that children receive good care.

The home has a stable staff team. Staff say the team is strong and that everyone gets on and supports each other. One member of staff said, 'I have learned so much

along the way and have had great support from my management.' This culture promotes healthy working relationships.

The manager and staff have good working relationships with professionals. Social workers and education providers were positive about the progress that children have made since living in the home. One professional said, '[Name of child]'s needs are being met, I am confident of this.' This effective communication improves children's experiences and development.

Although this is a newly established staff team, staff employed in the home come with a wealth of experience and qualifications. Staff have completed a variety of training tailored to the children's individual needs. However, the manager does not maintain an updated training matrix with staff details. This hinders their ability to monitor staff skills and training requirements effectively.

Regular meetings and supervision sessions involve staff reflecting on their practice and the quality of care provided to the children, including discussions on children's safeguarding. However, on one occasion, leaders and managers failed to address learning from an incident, which was a missed opportunity to discuss areas for improvement in practice. This does not promote continuous improvement efforts.

The manager is aware of the strengths and areas of development in the home. External monitoring by the independent person also highlights areas for improvement. While his monitoring and reviewing systems are generally good, they have not consistently identified gaps in the training matrix and learning processes following incidents.

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

Recommendations

- The registered person should ensure that children's medication records contain guidance for staff on what to do when a child's medication has been missed. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that the home's training matrix provides up-to-date training information for all staff members. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that, following any shortcomings in practice, lessons are learned to maintain good practice and promote continuous improvement. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2728327

Provision sub-type: Children's home

Registered provider: Gracebridge Care

Registered provider address: Rear Of Arden Lodge, 946 Warwick Road, Acocks Green, Birmingham B27 6QG

Responsible individual: Richard Perry

Registered manager: Conor McLaughlin

Inspector

Jas Nahar, Social Care Inspector

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