

2677619

Registered provider: Helm Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home that provides care for up to three children with social and emotional difficulties.

The home registered with Ofsted in May 2022, and the manager registered on 24 May 2024.

Two children were living in the home at the time of this inspection, and both were seen by the inspector.

Inspection dates: 6 and 7 August 2024

Overall experiences and progress of children and young people, taking into account	good
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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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2023	Full	Good
12/10/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in a caring and nurturing home. Children's outcomes go beyond what is expected of them. Children make good progress due to the consistent standards of care provided by a committed management and staff team.

Individualised care plans for the children set out the actions staff should take to help children make progress. Plans consider the barriers that might hinder the children's progress and how these can be overcome. The children contribute and review their plans with staff. They also undertake focused work with staff to ensure that their needs are met. This helps children to achieve their goals.

Staff support children to meet their health needs. They support children to attend routine health appointments. As a result, the children are in good health. The manager and staff have effective relationships with health professionals.

The staff consult well with school staff to support children's return to education. As a result, both children are now regularly attending their education provision and have both made progress in education from their starting points. Staff also provide informal activities to support children's education.

The children have developed trusting relationships with staff. Reflective practice encourages children to share their feelings with staff. This helps children to become more aware of their own behaviours and responses. This has a positive impact on children's emotional development.

Staff promote opportunities for the children in the community. The children enjoy access to a range of activities by attending local events and clubs. One child has been encouraged and supported to set up their own business. This supports the child's well-being and develops their social skills.

Staff support children to develop their independence skills. The children are involved in the planning of meals and day-to-day activities. Staff regularly celebrate the children's achievements.

Children regularly spend time with their family and friends, which is supported by the staff. This helps the children to maintain relationships with the people who are important to them and helps them to maintain a sense of identity.

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

The children say that they feel safe and have trusted staff they can talk to. The manager and staff know the children well, invest time in them and promote their welfare. One child wrote, 'The staff team will do anything here to make you feel safe.'

Trauma-informed practice supports the children to develop their emotional resilience. The clinical team collaborates with the staff to help them manage children's behaviour. This also enables staff to support children to reflect on their behaviour. Consequently, children understand their emotions and improve their emotional well-being.

The manager and staff have a good understanding of children's risks and vulnerabilities. They consult with children about these and plan together how the risks can be managed and reduced.

Staff complete relevant training in issues such as child exploitation, online safety, self-harm and allegations, which supports them to manage the children's behaviours and keep them safe.

On occasion, staff have had to restrain children to keep them safe. The manager has good oversight of restraint records and speaks to all involved to ensure that the interventions are necessary and proportionate to keep everyone safe. Staff only use restraint as a last resort and use de-escalation techniques to prevent the escalation of incidents and the need for restraint.

Safer recruitment practice ensures that new staff are suitable to work at the home. However, the information received in references for one new member of staff does not provide sufficient information to demonstrate the suitability of the member of staff. New staff receive a thorough induction and appropriate training for their role. Staff complete specific training about issues affecting the children in their care.

The effectiveness of leaders and managers: good

The home is managed by a dedicated, caring and ambitious manager who advocates very well for the children. He collaborates well with the therapeutic team and other professionals to achieve the best outcomes for children. This also enables him to develop and make improvements to staff practice. There is a stable team of staff that gave overwhelmingly positive feedback about the ethos and values in the home.

Staff say they feel supported by the management team. Staff receive regular supervision. However, supervision records lack reflective discussions around staff practice and professional development. This is a missed opportunity for the manager to identify and address shortfalls in staff practice and development.

Children's records are well organised and detailed. The records show children's individual progress, achievements and experiences. This information demonstrates the continued progress that children make living at this home. Children's views are considered in all aspects of the running of their home. The children's records capture their views consistently, and their voice comes to life.

The manager ensures that staff attend training opportunities, and all training is up to date. Specific training is also undertaken when gaps in staff learning are identified. Examples of training undertaken to date include ligature use, cyber security and anaphylactic shock. Development through training ensures that staff can meet the children's needs.

The manager uses effective monitoring and reviewing systems. Staff have annual appraisals, and team meetings occur monthly. Other review mechanisms are undertaken in response to specific incidents, such as the use of restraint. Existing monitoring and review systems help the manager evaluate the strengths and weaknesses of the service and to take swift action to address any shortfalls as they arise.

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

Recommendations

- The registered person should ensure that incidents of restraint are recorded, specifically, a description of the measure and its duration. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that the individual satisfies the requirements of recruitment. Specifically, they should ensure that full and satisfactory information is available in relation to the applicant. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that all children's records are kept up to date and stored securely while they remain in the home. Specifically, they should ensure that case records are signed and dated by the author of each entry. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should ensure that staff supervision enables staff to reflect and act on how they are feeling, specifically in respect of how staff behaviour may be affected by the behaviour of the children they care for. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)

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: 2677619

Provision sub-type: Children's home

Registered provider: Helm Care Services Limited

Registered provider address: Suite 103, Business First, Group First House, 12A Meadway, Padiham, Burnley BB12 7NG

Responsible individual: Rachel Greenwood

Registered manager: Bradley Layland

Inspector

Debbie Dawson, Social Care Inspector

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