

1248509

Registered provider: Good News NWK Ltd

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 two children with learning disabilities.

The home is led by a registered manager.

Inspection dates: 24 and 25 January 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: 22 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/02/2022	Full	Good
23/12/2019	Interim	Sustained effectiveness
08/05/2019	Full	Good
07/11/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since August 2022, there has been only one child living at the home. This was a decision made by the home's management to meet the specific needs of this child.

Progress for the child has been exceptional. This is in relation to his communication and social relationships, education, health and independence skills. The child's parents told the inspector, 'His progress has been phenomenal. He is very well looked after, and the staff have been great.' Therefore, the child is thriving.

The child is extremely comfortable with the staff. He enjoys being with them and said that he likes living at the home. Staff spoke very highly of the child and said that they love working with him. As a result, the child is happy and enjoys his home.

Staff ensure that the child's family remain a large part of his life. There is excellent support of family time and daily communication with his parents. This includes updates of how his day has been and photos of him engaging in activities. The child's parents feel that communication is amazing. This helps to keep strong relationships between the child and his family.

The child's plans set clear targets, and include detailed strategies for staff to use with the child to help him achieve. There is excellent use of an electronic recording system, which enables the care plan to be constantly updated and reviewed. In addition, there is a very good 'all about me folder' that gives staff a quick guide to the most important information. This ensures that the care plan is a live working document that informs staff of how to meet the child's individual needs.

The manager and staff ensure that education is a priority for the child. They have helped him progress from not being in school to full-time education. He enjoys school and is happy there. There is very good three-way communication between the school, parents and staff. The school's deputy headteacher said, 'He has made stunning progress socially, emotionally and with his education.'

The child's wishes and feelings are at the centre of life at this home. Regular key-work sessions and meetings between the child and staff members take place to hear the child's views and wishes. Staff know the child's specific needs and likes very well. Daily routines and activities are designed around what helps the child to achieve, make progress and have fun.

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

The child's individual risk assessments are clear and detailed. The level of risk is rated for both known risks and potential situations. How staff should work in these

situations is identified. The use of the recording system is helpful to staff, with risk assessments being stand-alone but also automatically added to the child's care plan. This helps the staff to recognise risk and respond in a way that keeps the child safe at any point in time.

The child's behaviour support plan identifies what may trigger certain behaviours, how the child may present and how the behaviour should be managed by staff. All plans are reviewed and updated regularly. This ensures that staff are kept informed of any changes in practice to better manage any new or emerging behaviours.

The child has not gone missing from the home. Therefore, he has not been exposed to the associated risks of children going missing from care. However, there are clear policies and procedures and a risk assessment in place if he were to go missing.

Staff manage the child's behavioural incidents very well. Staff are well trained in de-escalation and physical intervention. Physical intervention is very rarely required. Staff's responses are based on knowing the child well and recognising when he is upset or angry. As a result, incidents have significantly reduced and are of a lower level. The child has made tremendous progress in this area.

When new risks emerge, staff are extremely quick to reduce any risk to the child. For example, when areas of risk developed in relation to the child travelling by car, this was taken seriously by the manager and staff. Safe practices were put in place, including a member of staff travelling in the taxi to support the child on the journey each day. This has ensured that there have been no further incidents and the child travels safely to school.

The effectiveness of leaders and managers: outstanding

Managers know the child extremely well. The very positive language they use when talking about the child shows how much they care for him. They are proud of him for the progress he has made. They ensure that everything staff do at the home is aimed at helping the child achieve, while enjoying living at the home.

Managers provide high-quality support to staff. They are always available for advice and guidance. One-to-one supervision meetings between staff and their manager are held regularly. These are effective and valued by staff and help them to learn from their manager's experience and leadership and develop their practice.

The home's manager feels well supported by the registered manager, the responsible individual and the company. The registered manager is regularly in the home and always available to contact for support. The home's manager receives monthly supervision meetings. More recently, supervisory support has been provided by an experienced independent consultant. The support received has helped the manager develop in his role and feel valued by the company.

The managers understand the importance of constant management oversight. Effective quality assurance tools are used to complete weekly and monthly audits.

Monitoring of the home is also through daily observation of staff practice and regular reviews of all plans, reports and daily logs. As a result, managers can identify strengths and areas for further development.

The manager has a comprehensive workforce and home development plan in place. This includes an effective induction and ongoing training for staff, supported by the regular supervisions and team meetings. Ongoing improvements to the home, including the recently fitted new kitchen, are included in the plan. These developments of the staff and home help to provide a homely environment and outstanding care for the child.

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: 1248509

Provision sub-type: Children's home

Registered provider: Good News NWK Ltd

Registered provider address: First Floor Offices, 25 Sanders Road, Finedon Road Industrial Estate, Wellingborough NN8 4NL

Responsible individual: Nokuthula Mangwendeza

Registered manager: Kingsley Tiribabi

Inspector

Shaun Caplis, Social Care Inspector

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