

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 special educational needs and/or disabilities. There was one child living at the home at the time of the inspection.

The home is led by a registered manager.

Inspection dates: 11 and 12 March 2024

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: 24 January 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2023	Full	Outstanding
22/02/2022	Full	Good
23/12/2019	Interim	Sustained effectiveness
08/05/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child is thriving at this home and has made exceptional progress in many areas. These include relationship building, independence skills, education and communication. The manager and staff are highly ambitious for and speak very highly of the child. They are proud of the progress the child has made.

The child is happy and enjoys spending time with staff in the home and out on activities. Staff love caring for the child. A parent said, 'Everything just keeps getting better and better. [Name of child] is happy there and has got a lot of opportunities. I genuinely can't think of anything that they could do better.'

The child's care plans are clear and detailed. They are reviewed and updated regularly. There is an additional working care file. This includes creative 'all about me' and 'communication passport' documents. They are child-friendly and include pictures and symbols. The child's individual needs are understood extremely well. Therefore, staff know how to provide care in a way that helps the child to continually learn and develop.

The child's education is seen as very important. There is an excellent working relationship between teachers and the home staff. The staff support the child on journeys to and from school. This gives the child stability. The staff and teachers discuss how the child has been at home and school. The child's behaviour has improved in school and their level of anxiety reduced significantly.

Staff spend a lot of one-to-one time with the child. Key-work sessions are planned to ensure that they are purposeful. There are additional weekly children's meetings. They are all aimed at helping the child achieve. The child has made extensive progress with their communication skills and can now clearly express their wishes and feelings. As a result, the child is involved in decision-making.

The child is supported to lead a healthy lifestyle and is included in planning a healthy diet. The child has been helped to learn safety in the kitchen, enjoys cooking and baking and also enjoys walks in parks and swimming. The child is supported to attend all appointments with health professionals. Staff understand the child's medication and why it is given.

The child remains close to their family. Staff work with family members to support this. They provide daily updates to the child's parents. This includes sending photos of the child having fun and enjoying new experiences. Family members praise the exceptional level of communication from the staff.

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

Staff have an in-depth understanding of risk. The child's risk assessment is specific to their individual needs. There is a comprehensive description of the known risks. Detailed guidance for staff provides the actions needed to manage each risk. The assessment is reviewed regularly and forms part of the child's overall care plan.

The child's behaviour support plan is an additional guide for staff. It includes details of things that make the child feel sad, upset, angry and agitated. It recognises the child's disabilities and specific needs. Ways of caring for the child are clearly identified. It is a live, working document that is updated regularly.

Staff are skilled at working with behaviour that is difficult to manage. They know the child extremely well and respond quickly. Incidents are de-escalated, and physical intervention is very rarely used. If an incident has occurred, there is detailed work afterwards. This includes one-to-one work to help the child understand what has happened. This is creatively handled with social stories, pictures and symbols. Management oversight of all incidents ensures that staff learn from them. Practice is changed where required. As a result, there has been a significant reduction in the number of incidents.

The child does not go missing from the home. Staff engage directly with the child to ensure this is not an issue. Staffing levels are increased when the child is enjoying longer times in the community. There are clear policies and protocols in place for staff to follow should the child go missing.

The manager ensures that safe recruitment practices are used when new staff are recruited to the staffing team.

The effectiveness of leaders and managers: outstanding

The manager is dedicated to his role. He has a clear focus on the needs and progress of the child. He is aspirational for the child and for the development of the staff team.

The manager holds regular team meetings. These are very constructive. There are thorough discussions about all aspects of the child's care. Additional time is spent on learning and staff development. Discussions on safeguarding take place at each meeting.

The manager provides excellent support to the staff team. Staff feel able to speak with the manager about anything. They learn from his experience and expertise. Staff receive monthly one-to-one sessions with the manager or team leader. These are held more regularly when staff are new to the home. They are very effective meetings. They cover the well-being of the staff and reflect on the progress the child is making. Discussions are held regarding how each staff member has met the

company's values, vision and mission statement. A monthly scenario is used to test the staff member's knowledge of important areas, such as safeguarding children.

The manager receives monthly supervision from an assistant operations manager. Additionally, he has monthly development sessions with an independent consultant. The manager feels very well supported and values learning from these experienced practitioners. He continually looks at ways of developing himself and the staff team.

The manager ensures that all staff receive a thorough induction to the home. This is supported by a comprehensive training programme. The manager is developing these further to ensure they are tailored to the child's individual needs. However, some staff have not completed the required qualification within the regulated time frame. The manager is aware of this issue and has a clear plan to ensure staff complete the diploma as soon as possible.

The manager embeds learning from research and training into staff practice. For example, training on stress management led to the implementation of a stress management plan. This now features in supervision with staff. Reflective diaries have also been introduced and have led to improved reflection in supervision. The team leader also has a staff mentoring role. She provides one-to-one sessions with staff on key working and specific practice issues. These help staff to develop evidence-informed practice.

The manager and team leader use a wide range of quality assurance processes. These ensure that the manager is aware of the quality of care provided. Actions identified through this monitoring have ensured that practice is continually improved. This has led to staff providing excellent care and protection to the child.

What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))</p> <p>This specifically refers to ensuring that all staff have the required qualification within the regulated time frame.</p>	<p>30 June 2024</p>

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: Craig Waight

Inspector

Shaun Caplis, Social Care Inspector

The Office for Standards in Education, Children’s Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children’s social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children’s services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024