

# 2679067

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 four children with learning disabilities.

The home is led by a registered manager.

### Inspection dates: 10 and 11 October 2023

**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:** 23 August 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/08/2022	Full	Good

## Inspection judgements

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

Children are happy living at this home. They have fun and enjoy being with the staff. Relationships between children and staff are excellent. Each child is making significant progress in their developmental skills and abilities. As a result, children are thriving.

The home environment has been improved since the last inspection. It is well maintained and feels homely. Children have large bedrooms and the children's interests and preferences are reflected in the decor and furnishings. This helps children to enjoy their home.

Children attend school full time. To meet their individual needs, their school is not in the same county as the home. Staff support the children on the journey to and from school each day. There is a culture of learning in the home. This ensures that children enjoy learning through fun games and activities.

Children are healthy. They are registered with local doctors, dentists and opticians. Managers and staff work closely with a child's family and specialist health providers if further medical help is required. Children are helped to eat healthily and take part in activities that involve exercise. This helps children to lead a healthy lifestyle.

Children's care plans are specific to their needs and abilities. Staff demonstrate their understanding of a child's plan in their daily practice.

Children are helped to maintain close relationships with family members. Staff support children with family time. There is daily communication between staff and families, including with the creative use of technology. There is very positive feedback from family members. One parent said, 'They are really good at calling me and keeping me up to date. They put pictures in a group chat so I can see him smiling and enjoying activities. I'm happy for him to be there and always happy with what I see.'

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

Children's risk assessments and behaviour support plans are individual to the child. Actions required by staff in relation to the risk are identified. However, plans would benefit from being more detailed.

Children rarely go missing from the home. There are systems in place should this happen. On the one occasion this did occur, the response was quick and appropriate. It was recorded in detail and investigated by the manager. This helped staff to reflect on, and learn from, the incident. As a result, there have been no further incidents of a child going missing.

The manager and staff work closely with a range of multi-agency professionals. Safeguarding professionals are involved when required, including to address any allegations or poor staff practice. This ensures that children are helped and protected appropriately.

Staff know the children extremely well and react quickly to prevent behaviours escalating. Staff are trained in de-escalation and positive handling techniques. Physical intervention is rarely required and only as a last resort to keep a child or others safe.

The recording of incidents has improved. There is clear management oversight of incidents. The manager has given detailed feedback to staff when a record lacks clarity or detail. This helps staff to develop their practice in recording incidents.

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

The registered manager has ensured that the requirements and recommendation from the last inspection have been met. Improvements made at the home are evident and there is a calm environment in which children are flourishing.

The home manager knows the children extremely well. He has detailed knowledge of each child and their individual needs. Feedback from professionals is very complimentary about the manager and the staff. The manager ensures that the children's needs are at the centre of his and staff's practice.

The registered manager ensures that staff receive comprehensive training. This is supported by a thorough induction programme.

Staff say they love working at the home. They feel supported by the home manager, registered manager and senior leaders. Regular team meetings and staff supervisions are held. The content of these is good. As a result, the staff feel listened to and valued.

The registered manager has ensured that quality assurance processes are now in place. There are daily and weekly checks and a comprehensive monthly audit. The home manager and the registered manager speak of the importance of observation of staff practice. There is management oversight recorded on all main documents. The registered manager should now ensure that a review of the quality of care is completed on time and sent to Ofsted in line with regulation.

There have been improvements in the quality of staff's recording. This has been strengthened by clear management oversight and direction. However, the home manager is aware that further improvements can be made.

## 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>The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))</p>	<p>30 November 2023</p>

This relates to ensuring that reports are completed at least every six months and sent to HMCI within 28 days.	
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## Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

## 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:** 2679067

**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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