

1277479

Registered provider: Good News NWK Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to two children with learning disabilities. However, at present it is operating as a home for just one child.

The manager was registered with Ofsted in December 2020 and is undertaking the required level 5 qualification.

Inspection dates: 11 and 12 April 2022

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: 20 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/04/2021	Full	Good
07/01/2020	Full	Good
27/02/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child currently living in the home has made good progress with both his personal care and his ability to engage with others. As a result, the child is being helped to prepare for his upcoming placement move. One of his parents said, 'He is thriving there.'

The child's progress is celebrated by staff. There is a 'book of praise' that uses photographs to record his achievements. The child enjoys arts and crafts. His drawings, paintings and other items that he has made are displayed around the home.

The home has worked creatively to ensure that the child's health needs are met. This has included working with health professionals to arrange home appointments for dentistry and eye checks and bespoke arrangements for vaccinations. Staff take the child to local parks for exercise and they encourage him to eat a healthy diet. As the child becomes more confident, he is increasingly able to cope with social situations that he previously found difficult.

The child's views and wishes are at the centre of decision-making at this home. Plans and assessments are focused on his individual needs. Regular one-to-one sessions help him to express his feelings and to make choices about his care.

Schools have not been able to meet the child's education needs. However, the home supports a tutor who works with the child at the home for two hours each day. As a result, the child is making some good progress. Staff provide additional educational activities throughout the day, such as craft activities, cooking and number games. As a result, the child is being supported to prepare for adulthood.

Staff work well with the child's family. Family visits to the home are regular and staff support the child's family by being flexible about timings. One of the child's parents said, 'I have great relationships with the staff; I'm always told of anything that happens.' This enables the child to maintain his close relationships with members of his family.

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

Risk assessments, behaviour support plans and care plans are all clear and detailed. They address current vulnerabilities and care needs. Outcomes, goals and actions are all identified, and specific to the child. This ensures that each member of staff knows how to safeguard the child.

Incidents are handled well by the staff. The focus is always on de-escalation. Ways of working with the child have been reviewed and improved because staff learn from incidents. One of the child's parents said, 'They are constantly making adaptations to

learn from things that have happened.' Because staff are so skilled at de-escalation, physical intervention is very rarely required.

The child does not go missing from the home. When out in the community, there are always sufficient staff to provide the support that the child needs. Staff have learned ways of working safely with him, including how best to go from the home to the car and then out into the community. This has been creatively explained to staff in the form of a diagram. As a result, the number of incidents has been reduced.

The child is given good support to manage his behaviour and feelings safely. He has learned to let staff know when he needs help. With the support of family members, staff have also identified situations that may trigger anxiety or cause the child distress. As a result, they are now better able to avoid situations that might result in dangerous behaviour.

The staff training programme is comprehensive. This includes courses that cover all aspects of safeguarding and child protection. There are mandatory courses for new starters. More specialist training is provided for more experienced staff. This ensures that staff develop their safeguarding knowledge throughout their careers.

The effectiveness of leaders and managers: good

Staff feel well supported by the knowledgeable and experienced manager. Staff particularly value the fact that the manager is approachable and child-focused. In turn, the manager is well supported by senior managers in the organisation, who ensure that all necessary resources are provided to operate the home to a high standard.

Areas of weakness highlighted in the home's previous inspection have all been addressed. Recruitment and vetting processes have improved as a result. In addition, the home's quality assurance systems are better because the independent visitor's reports are now used more effectively as an improvement tool.

Partnership working is a particular strength of this home. Other agencies highlight the effectiveness of the manager's communication. Monthly summaries have been added as additional feedback to social workers. This ensures that those involved in planning for the child's future are kept well informed.

It has been a challenging year for the home in relation to staffing. Seven members of the team have moved on for various reasons. However, a recruitment campaign has been successful and the team will be fully staffed again in the next few weeks. Many of the new staff have good transferable skills but the team is less experienced in direct work with children with learning disabilities. As a result, managers are working shifts at present to mentor and support new staff.

Managers take swift action to deal with any staff practice that does not meet expectations. They also respond well to any complaints. For example, a complaint

from a neighbour was resolved quickly and appropriately. Relationships with neighbours have improved considerably and are now positive.

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: 1277479

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: Hannah Gausden

Inspector

Shaun Caplis, Social Care Inspector

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