

# SC448209

Registered provider: Amberleigh Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private company. It is registered to provide long-term specialist therapeutic care and education for up to 12 boys. The inspectors only inspected the social care provision.

The home is led by an experienced manager who registered with Ofsted in April 2020.

### Inspection dates: 9 and 10 November 2022

**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 **good**

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
01/08/2019	Full	Requires improvement to be good
06/09/2018	Full	Good
15/05/2018	Full	Inadequate

## Inspection judgements

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

Since the last inspection, four children have left the home and four children have moved in. At the time of the inspection, 11 children lived in the home.

The quality of the relationships between the carers and children is exceptional. Children are enormously positive about the care that they receive, informing the inspectors that they feel confident to talk to any staff member about anything. One child informed inspectors that, 'We build strong relationships here. The staff feel like family to me.' Another child, who had recently left, informed inspectors that the home had helped him to create positive 'memories that last a lifetime'.

The home is beautifully decorated, providing children with a homely environment that they deserve. Pictures of children are on show in each room displaying the joy that has been experienced, including at a recent Halloween party. Books and games are easily accessible, providing children with plenty of in-house activities. Children contribute to decisions about the development of the home, including the new paddocks to house the incoming llamas. Children express a huge sense of pride in their home.

Children make exceptional progress with their education. For example, one child who had missed almost two years' worth of education is now achieving 100% attendance. Care and education staff work closely together, forming an effective team around the child. Highly collaborative working continues to support children to extend their experiences of learning through further education and the Duke of Edinburgh awards. As a result, children have high aspirations for their futures with aims of attending college and university.

Children's involvement in their own care is a strength of this home. The approach of the therapeutic community and specialised model of care transcends through every aspect of the home. Through regular consultation with the clinical psychotherapist, staff fully understand the therapeutic approach and embed this into their practice. Children informed the inspectors about how their experience at the home and the relationships they have developed with staff have helped them to build on their self-esteem. One child informed the inspectors that, 'Since being here, my way of living and how I look at life is far better'.

Staff sensitively support children with their health and well-being. Staff seek specialist help when this has been necessary and have undertaken research to meet the specific needs of the children they care for.

Care planning is completed to a high standard. Transitions are thoughtful and great care is taken when introducing new children to the home. Children informed the inspectors of their experiences of arriving and immediately being asked to play

games and become involved with the household. One child said, 'I had issues with bullying in the past, but there is no bullying here, which is good.'

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

Risk management is highly effective. Risk and safeguarding practice is understood by staff and children alike. Staff help children to understand the importance of safety and the reasons why safeguarding measures are in place. Children take part in the review of their risk management plans that give staff a real flavour of each child's own understanding of risk. Consequently, children feel supported and protected.

Children take part in direct work to address their individual needs. As a result, children are making excellent progress. Children are supported to take age-appropriate risks as part of their development and preparation for independence. For example, children who have historically required high supervision levels now enjoy the freedom to complete shopping trips independently. This is because of staff's approach to managing risk, which is thoughtful, measured and highly effective.

The close and nurturing relationships that children have with staff mean that they feel able to share their worries and concerns. One parent informed the inspector that their child is 'a lot more focused now, they are good at educating him to stay safe'. Children are confident to speak out if they have concerns. Investigations into complaints and allegations of harm are handled fairly and effectively, meaning that children are kept safe from harm.

Staff de-escalate incidents exceptionally well, which means the need for physical restraint to keep children and others safe has reduced significantly. Staff know the children remarkably well and are able to identify their triggers and moments of struggle. Because of this, staff are able to interject swiftly and effectively. Relationships between children have improved because of the excellent support that children receive.

Managers recruit new staff safely. Staff are thoroughly vetted and assessed before any appointment is confirmed. These safer recruitment procedures make sure that children are protected by helping to prevent unsuitable adults from working in the home.

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

A suitably qualified and experienced registered manager leads the staff team. The registered manager has made improvements to staff practice since the last inspection and has met the two requirements raised at that time. As a result, staff are provided with the skills and understanding to provide effective care to children with complex needs and health diagnoses. One recommendation around the children's guide has not yet been met, meaning that children have not been provided with details of how to contact the Office of the Children's Commissioner.

Managers and leaders show high ambition for children. This ethos is shared with the staff, resulting in aspirational and high-quality care. The manager completes quality of care reviews that are thorough, thoughtful and reflective. They include a child-centred analysis of the care and support available for children. Managers continually plan to improve the services to children.

Staff enjoy working at the home and are positive about the support they receive from the manager. Regular and high-quality supervision for staff enable them to reflect on their practice and generate ideas for development. One staff member said, 'The manager is the best manager I have ever worked for.' Another staff member said that the home 'is not work, it is a family'.

Most staff hold the required level 3 diploma in residential care for children. A small number of staff are currently working to achieve this and plans are in place to ensure that they complete this within the required timescales. Staff are also provided with a wide range of training that informs their practice and meets children's individual and diverse needs.

Children's views are central to the running of the home. Staff consult children in all aspects of their care and support them to take increasing control of the decisions that affect them. The registered manager ensures that children receive feedback about any requests they have made.

Leaders and staff have a good knowledge of the children's starting points and what they have accomplished since living at the home. Management oversight and monitoring processes are effective. As a result, the manager has insight into the home's strengths and areas of development. The manager, however, has missed mistakes in staff's recording medication.

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

- The registered person should ensure that they make suitable arrangements to manage, record, administer and dispose of any medication. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that children are provided with a children's guide that includes information of how to contact the Office of the Children's Commissioner for advice and assistance about their rights and entitlements. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.19)

## **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:** SC448209

**Provision sub-type:** Residential special school

**Registered provider:** Amberleigh Care Limited

**Registered provider address:** Amberleigh Care Ltd, Golfa Hall, Golfa, Welshpool, Powys SY21 9AF

**Responsible individual:** Kevin Gallagher

**Registered manager:** Simon Roberts

## Inspectors

Kev Brammer, Social Care Inspector

Karol Keenan, Social Care Inspector

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