

# 2508601

Registered provider: My3 Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home provides care for up to three children who may have emotional or behavioural needs and/or a learning disability.

The manager was registered with Ofsted on 2 April 2019.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

### Inspection dates: 20 to 21 April 2021

**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:** Not previously inspected

**Overall judgement at last inspection:** Not applicable

**Enforcement action since last inspection:** Not applicable

## Recent inspection history

Not previously inspected

## Inspection judgements

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

Children live in a caring and nurturing environment. They are making good progress from their individual starting points. One child said, 'It's good here. I like it just the way it is. There is nothing I would change.'

Children are growing in confidence. They are learning new skills that will help them to live more independently when they are older. For example, children are learning to cook meals and to take responsibility for tidying their bedrooms.

Children are engaged in full-time education. Staff understand the importance of education in securing positive outcomes for children. In addition to their education at school, children benefit from educational programmes delivered by staff at the home. These courses are accredited and are focused on developing children's independent living skills. During periods of exclusion from school, staff support educational activity throughout the day to minimise the disruption to the children's education.

Children enjoy a range of activities both within the home and in the local community. For example, going swimming and riding their bicycles. Staff encourage children to engage in important childhood activities, such as playing hide and seek, doing treasure hunts and playing board games. One social worker said, 'The relationships between staff and children are warm, playful and engaging.' Staff create memory books for children to capture new experiences and special memories of the child's time at the home.

The home is spacious and has a large garden. Children enjoy using the garden to play and to exercise. Children are encouraged to personalise their bedrooms. Their rooms reflect their individual tastes, and staff have been creative with the decoration. For example, staff have made a television cabinet for one child in the shape of a game controller.

Children's care plans are updated regularly, and these contain clear information about the children's support needs and how staff should respond to the children's support needs. The children's care plans contain details about daily routines that are important to the children.

Staff from other children's homes run by this organisation are being used to cover shifts on the staff roster. The manager has tried to minimise the impact on children by trying to ensure that the same replacement staff are used. However, a recommendation is raised to address this issue and to provide children with greater continuity of care.

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

Children live in a safe and supportive home. They receive a high level of supervision and support that is in line with their assessed needs. As a result, children rarely engage in risk-taking behaviours, such as going missing from the home.

All children have risk management plans in place that detail their individual risks and vulnerabilities. These plans are reviewed regularly and are updated following significant incidents. This means that staff have access to clear guidance to support them to manage risk safely.

Staff help children to take reasonable risks as part of growing up. For example, staff encourage children to start going to the local shops independently. This is being done slowly to build children's confidence. The risks are assessed, and the appropriate safeguards are in place.

Staff have established clear boundaries and rules which children are adapting to and responding well to. Rules are discussed with the children to ensure they understand why they are needed. There are some restrictions in place with regards to internet access. These are to keep children safe and are agreed with relevant professionals. These restrictions are kept under review to ensure they remain appropriate.

Children are helped to manage their behaviour and feelings more safely. Inappropriate behaviours and language are challenged by staff, and individual work is completed to support children to understand acceptable behaviours. Children receive personalised incentives and praise which reinforces positive behaviours.

Staff rarely use physical interventions to manage children's behaviours. The manager ensures that following any physical intervention, the views of the child are sought. All incidents are reviewed by the manager. However, on one occasion, the manager reviewed an intervention that she was involved in. This does not promote independent evaluation of the effectiveness of the intervention. A recommendation has been made that records of restraint should not be reviewed by members of staff involved in that restraint.

Children are being supported to pursue healthier lifestyles. Staff encourage children to eat a balanced diet, try new foods and take part in physical activities. Staff actively discourage children from smoking, and staff educate children on the dangers of smoking.

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

The home benefits from effective leadership. The manager has been in post since the home was registered, and she is suitably qualified to undertake the role. She is a visible leader, and she is accessible and available to support both children and staff. She has high expectations of the staff team to provide children with high-quality care.

The manager has a detailed understanding of the progress each young person is making. The manager identifies when children are struggling, and she works well with the wider support network to make sure that children receive help to meet their needs. One social worker said, 'The manager is good at assessing risk and keen to work in a multi-agency way.'

The manager is a good advocate for children. She is confident to challenge other professionals to ensure that children have access to the support and the services they require. She is persistent in her pursuit of this.

Professionals speak positively about the quality of care children receive at the home. They value the regular verbal updates and the detailed written reports that they receive about the progress children are making.

Staff benefit from a training programme that is aligned to the needs of the children currently living at the home. Staff spoke positively about the training, and they told the inspector that it helped equip them to fulfil their roles. However, some staff lacked knowledge about some of the home's policies and procedures. A recommendation has been made to address this.

The manager keeps a record of the staff who have worked in the home. However, the records do not consistently comply with the standards required by legislation. A requirement has been made in relation to this.

Staff enjoy working at the home. They receive regular supervision, and they say that they feel well supported by managers. Staff team meetings are regular and focus on the needs of children and strategies to support them. One member of staff said, 'It is a joy to come to work. All the staff are helpful and supportive of each other.'

## 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, 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>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry.</p> <p>(Regulation 37 (1) (2)(a)(b)(c))</p> <p>This is in relation to staff rosters.</p>	28 May 2021

## Recommendations

- The registered person should plan staffing structures that promote continuity of care from the child's perspective. ('Guide to the children's home regulations including the quality standards', page 54, paragraph 10.15)
- The registered person should ensure that everyone working at the home understands their roles and responsibilities, and what they are authorised to decide on their own initiative. ('Guide to the children's home regulations including the quality standards', page 54, paragraph 10.20)
- The registered person should ensure that records of restraint enable them to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. Specifically, records of restraint should not be reviewed by members of staff involved in that restraint. ('Guide to the children's home regulations including the quality standards', page 49, paragraph 9.59)

## 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:** 2508601

**Provision sub-type:** Children's home

**Registered provider:** My3 Limited

**Registered provider address:** West House, King Cross Road, Halifax, HX1 1EB

**Responsible individual:** Louise Tierney

**Registered manager:** Shelly Daly

## Inspector

Sophie Thomson, Social Care Inspector

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