

2639083

Registered provider: My3 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children who experience social and emotional difficulties and have learning disabilities.

The registered manager holds a level 5 qualification and was registered with Ofsted in October 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 15 and 16 March 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 **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: This is the first inspection since the home was registered in October 2021.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since registration in October 2021, one child has moved into the home. She is making exceptional progress because she is at the heart of everything that staff do. The child's seamless transition into the home was exceptionally well planned and co-ordinated. The independent reviewing officer told the inspector how well the staff and social worker had planned the move and provided social stories for the child before she moved into the home. Staff also created a welcome video. As a result, the child settled quickly into her unfamiliar environment with ease.

Relationships are built on trust and respect. The child has built excellent relationships with a stable and committed staff team, despite the child having complex needs that make it hard for her to form relationships. A social worker said, 'Relationships are really good, she has her favourite staff, she has a good relationship with them.' Consequently, the child thrives socially, emotionally and physically.

Staff have high aspirations for the child and believe she can achieve her full potential. They have gone above and beyond to help the child to access education and improve her educational outcomes. A staff member said, '[The child] was not in any education before due to her health.' As a result of the joint partnership working between the home, health professionals and education staff, the child is now able to complete work provided to a high standard. This is a significant achievement for the child from her starting point.

Staff provide a range of social activities for the child to enjoy. Her day-to-day experiences are a mile away from what she was experiencing four months ago. This is a testament to the commitment of staff, their ability to understand the child's complex needs and their dedication to maximising her potential. The manager said, '[The child] was failing to thrive, life was her bedroom, now we see her enjoying herself and doing things children of her age do.' As a result, the child's confidence and self-esteem have grown, and she has begun to access the community more often.

Staff work collaboratively with specialist health services to ensure that the child's health needs are met and continually monitored and reviewed. The independent reviewing officer said, 'They understand her complex needs and they liaise with experts in the field. They commit to developing their understanding about autistic spectrum disorder. They understand some of her tiggers, for example she paces a lot. If she is pacing too much, she will be burning calories. They are very vigilant.'

Staff go to great lengths to ensure that the child keeps in touch with her family. Staff are fantastic at supporting visiting arrangements. For example, staff often pick the child's parent up and bring her to the home. The parent speaks highly of the

support that staff provide her daughter and the extended arm they offer her. The child's mother said, 'Visits are arranged, I visit three days a week. There is no time limit and no rush to leave. Staff are teaching [the child] life skills to try not to depend on me too much. This helps to build bonds with staff and the balance is perfect.'

The home is exceptionally presented and maintained to a high standard. It radiates warmth, comfort and nurture. The child is proud of the home she lives in, and contributes by creating a monthly newsletter about the home that is entirely produced and edited by herself.

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

The child is safe and protected from harm. Staff understand the child's vulnerabilities and potential risks that could place her in harm's way. Staff are exceptionally well versed on how to manage the child's health risks that, if they were not intensively monitored, could have grave consequences.

Clear risk management plans identify triggers to behaviour and outline the actions that staff need to take to support the child, for example water loading and pacing. Staff have not needed to use physical intervention or implement sanctions. Staff assessed the probable use of physical intervention prior to the child living in the home. Due to the child's small stature, staff ensured that if holds were to be used, they would only be done by one staff and be least restrictive. This keeps the child safe.

The child has a sense of safety living in the home. She does not show any signs of trying, or wanting, to leave the home. Even though she has not tried to go missing, staff have a clear missing from home plan in place that ensures staff know what action to take should she go missing. As a result, the child is safe and protected from the risk of harm and exploitation.

The child's parent and professionals speak highly of the care the child receives. The child's mother said, 'No concerns at all. If she is in her room, there is a door alarm. They know where she is. There is always a staff member around to keep her safe. She has staff twenty-four hours a day, she can communicate by email or text. If she gets stressed, she will say she feels unsafe, but I have not heard her say this.'

The child requires significant support to ensure that her routines are adhered to. Any deflection from this carries significant risk. Staff are exceptional at abiding by the child's routines. The clear boundaries and meticulous care afforded by staff members to understand her risk has meant the child can live a safe and fulfilling life.

Staff go over and above to ensure that the child understands how to keep herself safe. Staff are innovative and creative in finding ways to help the child stay safe. For example, staff have made their own e-safety board game. This is an exceptional creative way to engage with the child and teach her how to stay safe.

The effectiveness of leaders and managers: outstanding

The home is managed by a suitably qualified registered manager. Leaders and managers are remarkable. They are highly ambitious, creative, dedicated and passionate. They are extremely respected by staff, the child and partner agencies. A staff member said, 'The management team I can't fault at all. Managers give fantastic support towards the staff and the home they are managing. I know I can approach them with any concerns.'

Staff are exceptionally valued by their manager. The manager promotes a strong ethos that drives a culture in the home that embeds excellent practice worthy of wider dissemination. For example, the manager has created learning profiles for each staff member. This means the manager knows the best learning style each staff needs to support their individual needs. As a result, staff are enthusiastic, motivated and dedicated to investing back into the service.

The manager absolutely knows the progress the child is making. She makes it a daily priority to keep up to date with what is happening in the life of the child. The manager listens to staff and implements change that adds value to the child's life. For example, the manager has created a language dictionary that is more child focused. The manager said, 'Changing the language was about the ethos. This is a home from home, so institutional language needs to change. We used research about the care experience of children to promote change. As a result, the child receives highly individualised care to meet her complex needs in a language that is simplified and personal.'

Staff receive highly effective supervision and training that skills and equips them in delivering outstanding care for the child. Staff have a high regard for their manager. They love their jobs and are continually pushed to develop their skills and interests. A staff member said, 'The staff are encouraged to bring our own skills to the home. We have developed personally with confidence. As a result, staff retention is high and the child continues to receive excellent continuity of care that is fundamental in meeting her complex needs.'

The manager has meaningful development plans in place. Her consistent enthusiasm to improve the service overflows to her staff. They are always encouraged to participate in shaping the home. As a result, staff continue to raise the bar in being the best they can in improving outcomes for the child.

The manager and staff collaborate excellently with school staff, social workers, health professionals and family members. A teaching staff member said, 'Nothing could be better. They are very receptive to suggestions and how we can engage [the child] further.' As a result, the child is provided with the best opportunities and support.

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: 2639083

Provision sub-type: Children's home

Registered provider: My3 Limited

Registered provider address: 300 St. Marys Road, Garston, Liverpool L19 0NQ

Responsible individual: Louise Tierney

Registered manager: Julie Heneghan

Inspector

Michelle Spruce, Social Care Inspector

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