

SC396186

Registered provider: Living Life (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It provides care for up to five children who experience social and emotional difficulties.

At the time of the inspection, two children were living at the home. Two children had moved out since the last inspection.

The manager registered with Ofsted in June 2021.

Inspection dates: 23 and 24 January 2024

Overall experiences and progress of good children and young people, taking into account

How well children and young people are helped and protected good

The effectiveness of leaders and good managers

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2023	Full	Good
02/03/2022	Full	Good
30/12/2019	Full	Good
14/08/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children build safe and trusting relationships with staff. Both children living at the home said that they felt listened to and cared for.

Staff ensure that children's health needs are met quickly. They receive additional and specialist training where children have more acute health needs. As a result, children are cared for by staff who understand their health needs and vulnerabilities well.

Children are well supported with their education. When children are out of education, the manager works alongside social workers and education professionals. They advocate for children to attend a provision that meets their specific needs. One child had not felt safe enough to attend education for a number of years. They were supported to attend a specialist provision on a full-time timetable. The child's education officer attributed this progress to the manager's advocacy and proactiveness.

The manager and staff are proud of the home. They work hard to make it a welcoming and cosy home for the children. The children have spaces where they can choose to spend time alone if they want. They can also sit with staff and watch their favourite television shows. There is also a dedicated room for home education. Children's pictures are displayed on the walls on entering the house and up the stairways. Children sleep in bedrooms personalised with letters and cards from their family and staff members. Each child has a pet.

Children and staff have fun together outside the home environment. Children enjoy trips to the seaside; they go swimming and bowling with staff and also walk together. Staff consider children's varied interests when planning this time. For example, one child has sat and watched cows with staff, while another has been stargazing.

Children spend meaningful time with family and friends. Staff understand the importance of building and maintaining children's relationships with their families. Parents are positive about the care the manager and staff show their children. One parent expressed gratitude for 'everything you are doing for my child.' Another

parent spoke of how the manager had gone 'above and beyond' in arranging for them to cook together with their child like 'we used to when they were at home.'

Children's moves into the home are exceptionally well supported and assessed by the manager. Children leaving the home have an equally personalised experience. The manager works alongside the clinical psychologist. This minimises the potential for children to experience any rejection. As a result, children still maintain their connection with the home, and they visit staff after they have left. They are also invited back for Christmas meals and other special occasions.

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

Children say they feel safe. Social workers agree that children are kept safe and offered consistency and care. One child's social worker said that this was the longest their child has stayed at a home. She attributed this to the manager and her staff's understanding of the child's needs and vulnerabilities.

The registered manager and staff understand their safeguarding responsibilities and ensure that they work together with other professionals. Incidents are managed extremely well, and all necessary actions are taken to ensure that children are safeguarded effectively.

Children rarely go missing from the home. When they do, staff are proactive and curious. When a child went missing, staff worked with the child to understand the factors that led to their disappearance. They also worked with the child's social worker to agree that the child could spend time with someone special to them. As a result, this child has not been missing since.

Staff confidently understand children's vulnerabilities. They talk to children about what they are worried about. Strategies to help keep children safe are clearly set out in children's individual risk assessments. These risk assessments are reviewed frequently. As a result, children can talk about how to keep themselves safe. One child explained how they had been supported to contribute to risk assessments around their acute health needs. As a result, the child felt heard and listened to and better understood staff's actions.

Physical intervention is only used rarely. Staff look beyond the children's behaviour. With the help of a clinical psychologist, they try to understand and empathise with how the children are feeling. This helps staff to meet the children's attachment needs.

The effectiveness of leaders and managers: good

The manager is a tenacious advocate for the children. Both children talked of how the manager 'has my back' or is 'always fighting for me'. The manager is unapologetic about the high standards of care that she expects staff and professionals to provide to the children. As a result, children are cared for consistently in line with the home's ethos and statement of purpose.

The manager knows the strengths and weaknesses of the home. She has robust quality assurance measures in place and an effective development plan that identifies relevant actions to improve the quality of care provided to children.

Staff consistently say that they are very well supported by the registered manager and enjoy working at the home. Staff receive regular and effective supervision that is further enhanced by regular team meetings and reflective space within the clinical consultations. This helps staff to feel fully supported in their roles and with their continual professional development. Furthermore, new staff are motivated throughout the induction and probation process. This gives staff a sense of being appreciated and valued. Consequently, staff morale appears high.

Staff are provided with a balance of online and face-to-face training. They are trained to understand and respond to the needs of the children. For example, they receive training in areas such as transgender issues, restorative practice and trauma-informed care. Learning from this training is embedded in practice. Staff are given opportunities to develop their skills further.

The manager and her staff have good working relationships with professionals. These professionals, such as police officers and social workers, consistently praise the manager and her staff. One child's independent reviewing officer praised the manager for her 'dedication and commitment to doing the right thing'. They said that she always ensured the child's voice was 'front and centre'. This means that the children have a wide network of relationships with adults. This keeps them safe and increases their relational resilience. Children will benefit from this support as a skill that they can take into their adult lives.

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: SC396186

Provision sub-type: Children's home

Registered provider: Living Life (UK) Limited

Registered provider address: 60 Overstone Road, Sywell, Northampton NN6 0AW

Responsible individual: Lorraine Andrews-Miller

Registered manager: Rebecca Dalton

Inspector

Majella Russell, Social Care Inspector

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