

2522796

Registered provider: Florinee Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private organisation runs this home. The home offers care for up to six children who may have experienced trauma, neglect or abuse, and family or placement breakdowns.

The manager registered with Ofsted in May 2020.

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: 2 to 3 June 2021

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

How well children and young people are helped and protected outstanding

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 January 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have positive relationships with children. During the inspection, the staff were observed being caring, playful and kind. Staff invest in spending quality time with children. One child said that she always feels listened to and that staff have her best interests at heart. Meaningful relationships mean that children feel valued and cared for.

The staff meet children's health needs. The manager has ensured that specialist health professionals oversee children's healthcare. Staff have supported a child with specific health needs, under the guidance of a paediatrician. The manager engages a counsellor to support children's emotional well-being. The children all have direct access to this service. Ensuring that children have the right specialist input has led to improved health and well-being outcomes.

Children have a wide range of experiences and opportunities to try different hobbies and activities. One child said that staff have enabled her to go horse riding and to learn how to box. Children have enjoyed day trips, including visits to London and the seaside. Giving children a range of experiences enables them to develop their own interests and increases their self-esteem.

Staff support family time for children. Some children benefit from overnight stays and holidays with family members. The registered manager regularly reviews the children's family time with the children and their social workers. When it is appropriate, family time is increased. Children are encouraged to make appropriate friendships outside the home. Helping children to maintain family time and friendships ensures that they have valuable time with people who are important to them.

The children all have education places and are making good progress. Staff understand the barriers to learning and they encourage children's attendance. Two children are preparing to sit GCSE exams. There is a separate building in the home's grounds for children to have a quiet space for tutoring and homework. Children are developing confidence, and this has led to increased engagement.

On one occasion, the manager has not ensured that staff had access to a child's education targets within plans. This did not enable staff to fully support the child with their education goals.

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

Safeguarding at the home is exemplary. There have been significant concerns in the locality with drugs and county lines regularly posing high-level risks to children. The manager worked closely with the police and was insistent on intervention. The

manager was instrumental in the setting up of a specific police operation. The operation has led to the dispersal of gang activity and, consequently, the risks to children have significantly decreased.

The manager is tenacious in his development of relationships with community leaders. He arranged for a community leader to talk directly with gang members to share his concerns. The manager was also persistent with the local MP and pushed for the broken lights in the park to be fixed. The manager's determination has resulted in the park being well lit and a safer place for the children to enjoy.

Staff go above and beyond expectations to keep children safe when they are missing from the home. Staff consistently put the children's safety first and protect them from dangers in the local area. The manager has supported staff by providing safety equipment and ensuring that staff never attend the park alone. There are effective risk assessments and protocols in place to give clear guidance to staff. The children have been safeguarded effectively and there has been a significant decrease in incidents of children going missing from the home.

The manager and staff have supported children to build trusting relationships with the local police officer. The children engage well with the officer and he regularly visits the home. Children and staff have shared important information with the police and helped them with their enquiries. Children are helped to feel comfortable and confident to engage with authority figures.

Police and the designated officer have recognised the manager's and staff's outstanding efforts to safeguard children in very challenging circumstances. The manager has ensured that there is multi-agency involvement. Police have said that the home is the best in the county for safeguarding children. Proactive safeguarding and professionals working together mean that children are safeguarded effectively.

The effectiveness of leaders and managers: good

The manager holds a relevant level 5 qualification. He has wide experience managing children's homes. The manager is a good role model to the staff. Staff have good support and guidance to meet the children's needs.

Staff said that they feel supported by the manager and have regular and effective supervision. One staff member said that she had recently completed her initial induction and found it thorough and informative. This support develops staff's practice and helps them to meet the needs of the children.

The manager has good oversight of the home and has effective monitoring systems in place. He continues to look for opportunities to improve the home. The manager has an action plan in place and has started to implement a new system to improve behavioural and emotional support for children. Reviewing systems and being open to change mean that improvements to children's care are achieved.

The manager and staff have ensured that when children go through difficult life events they are treated respectfully and sensitively. Staff give children nurture, and guidance and access to independent advice. This support helps children to make important decisions. Children feel that they can talk to trusted adults without being judged.

The home is very spacious and has various rooms to relax in. The communal rooms are brightly decorated and there are photographs of the children making memories. The home has a lively vibrant feel. Children opted for a designated room for beauty treatments. The children helped to design the room and it is a superb space in which to relax and be beautified. The garden is large, well maintained and full of flowers. However, the manager has not ensured that some of the flooring in communal areas has been maintained, which means that children do not have the full benefit of a well-cared-for environment.

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

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets the needs of the children. In particular, ensure that flooring is maintained and carpet is replaced where needed. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff have the knowledge and skills to understand each child's education and training targets. In particular, ensure that staff have access to children's relevant education targets. ('Guide to the children's homes regulations including the quality standards', page 27, paragraph 5.11)

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: 2522796

Provision sub-type: Children's home

Registered provider: Florinee Homes Limited

Registered provider address: [REDACTED]

Responsible individual: Susan Hessom

Registered manager: Aaron Bellairs

Inspector

Amy Miles, Social Care Inspector

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