

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.

Inspection dates: 24 and 25 May 2022

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

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

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: 2 June 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/06/2021	Full	Good
20/01/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of this inspection, three children were living at the home. Since the last inspection, three children have moved into the home and three children have moved on.

The staff provide outstanding care to children. The staff have built trusting relationships with children. Children said that the staff are kind, understand them and really care. One child said that she can speak to any staff member because they are 'like a big family'. Children feel loved, valued and understood.

Children are making excellent progress in education. They all have education places. One child had a four-year gap in education before moving to the home. She is now attending school and has applied for a college course that will help fulfil her aspirations. Staff go above and beyond expectations to support children to engage with education. Staff attend school with the children when children are anxious, and give them encouragement, which puts them at ease. A member of school staff said that the home's staff are very creative and proactive in helping children to achieve their education goals. They said, 'We work together collaboratively and have an excellent rapport.' Being ambitious for children helps them to reach their aspirations.

Staff encourage children to spend time with their families. Staff listen to parents and include them in children's care planning. One parent said that the move into the home her child experienced was excellent. The parent added that the staff understand her child's needs, and that her child is happy and safe because a real family environment has been created. Parents feel assured that their children are well understood and safe. The gradual approach to moving children into the home helps the children to adapt and flourish in a nurturing environment.

Children take part in an abundance of activities. One child attends karate, horse riding and tap dancing. Another child said that she takes part in many activities and spends a lot of time at a holiday home, which she loves. Children wrote a short play, with help from staff. During the inspection, staff and children wore fancy dress and acted out the play together. Children created Easter hampers and took them to a local hospital. Staff and children planned a jubilee party to raise money for a local children's charity. Children have fantastic opportunities to try new activities which improve their self-esteem and enable them to enjoy being part of the community.

Staff provide excellent support to children to help them improve their health. A clinical psychologist has regular sessions with one child with very complex mental health needs. Staff understand how to keep the child safe. Since moving to the home, there has been a significant reduction in the seriousness and frequency of self-injurious behaviours for the child. Their mental health has significantly improved.

The home is spacious and welcoming and feels like a family home. The staff are extremely nurturing, and the children thrive in this environment. Children benefit from several separate rooms that are used to apply make-up, play with fancy dress or relax in. Children's bedrooms are highly personalised to their own taste. The garden is tranquil, full of flowers and extremely well kept.

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

The manager and staff have taken appropriate actions to help keep children safe. Despite every effort being made to keep children safe, situations out of the staff's control have meant that, at times, children have been exposed to risky situations. Social workers are impressed with how well safeguarding incidents are managed. The staff are confident and well equipped to manage safeguarding incidents.

There have been several incidents of children going missing from the home. The manager has worked closely with the police and social workers to agree effective protocols. The staff manage incidents very well and are nurturing and welcoming when children return home. This has resulted in a notable decrease in the frequency of incidents.

Behaviour support plans are individualised. The plans give staff good guidance on proactive strategies and de-escalation techniques to help children manage difficult emotions. The plans include children's views on how they want to be supported and include creative ways to manage a child's self-harming impulses. Staff understand how to best support children, and the children are developing safe coping strategies.

There have been some incidents of physical intervention. Staff are suitably trained. Interventions have been appropriate, proportionate and necessary. Children are spoken to following incidents and the manager has created a reflective debrief for staff to learn from incidents. There has been a notable decrease in the frequency of physical interventions.

The effectiveness of leaders and managers: outstanding

The manager is exceptional. He models high standards of care and has high expectations of staff. The manager is highly experienced. He holds a relevant level 5 qualification. Children benefit from a well-led, knowledgeable, consistent and stable staff team to care for them.

Staff said that the manager is fantastic. They feel fully supported and the children 'adore him'. Staff said that the manager regularly spends time with children and will always make time for staff. Staff feel committed and motivated to deliver exceptional care to children.

Staff receive excellent training, which is bespoke to meet children's individual needs. Staff receive monthly training from a clinical psychologist and a therapist. Staff are helped to understand children's histories and trauma. The clinical psychologist spoke

highly of the staff and said that staff really understand and deliver trauma-informed care. Staff are eager to learn and they implement highly effective strategies. The excellent outcomes for children illustrate this. Staff understand children's complex needs and feel empowered to deliver excellent care.

The manager uses a highly effective clinical evaluation tool for tracking and improving the outcomes for children. The tool is used to score children's emotional well-being, behaviours, relationships and risk indicators. The score highlights areas in which children need help and provides a focus for the staff to work with children. The scores are regularly reviewed. Children are making excellent progress and are receiving research-informed care.

Social workers said that the manager and staff are exceptional. They said that staff go above and beyond expectations to care for the children and that communication is excellent. One social worker said that she could not believe the significant progress that one child has made, and that it was all down to the staff and manager. Working cohesively with external professionals helps to ensure that children receive joined-up child-centred care.

There have been two occasions, at a weekend, when the manager has delayed notifying Ofsted about safeguarding incidents. Delaying notifications reduces Ofsted's ability to monitor the home effectively.

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

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: Unit F68, Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough PE2 6XU

Responsible individual: Susan Hessom

Registered manager: Aaron Bellairs

Inspector

Amy Miles, Social Care Inspector

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