

SC483714

Registered provider: White Orchid Marston Moretaine Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and is registered to provide care for up to six children. It aims to provide specialist therapeutic care for children who have experienced trauma. At the time of this inspection, six children were living at the home.

The manager registered with Ofsted in September 2023.

Inspection dates: 20 and 21 August 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 19 December 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2023	Full	Good
16/10/2023	Full	Inadequate
01/02/2023	Full	Good
03/08/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Four children were present during the inspection. The inspectors spoke to all four children.

Staff have nurturing and respectful relationships with children. Children like the staff and have good relationships with them, particularly their key workers. Children can talk to staff if they have any worries. This helps children to feel listened to. One social worker said, '[Name of child] loves living there. They don't want to move. That says a lot about the work that staff do.' One child said that they rate the home as 'nine out of 10'.

Staff have good relationships with external professionals. They share information with children's teachers and help children to have good daily routines so that they can maintain good school attendance. This support ensures that children receive the help they need to overcome barriers to education. This has led to children making progress at school.

Children benefit from a wide range of activities and holidays which are well planned and based on their hobbies and interests. At the time of the inspection, two children were on a holiday, and two other children went on holiday the following day. There are lots of photos displayed around the home of children on holidays and enjoying activities. Staff create scrapbooks for children. These give children memories to cherish and help to develop their self-worth.

Children are confident in expressing their views and asking for things that they want. Managers and staff encourage children's input. Staff sensitively explain when a child's wishes cannot be met.

Staff support children with family visits. Children's families and friends are welcomed into the home. Staff enable families to travel to the home to encourage family time with children. The manager is proactive at advocating for an increase in family time. This helps children to maintain these important relationships. There are good partnership with parents and placing authorities to achieve the outcomes in children's care plans. One parent described the home as a 'very good, calm and happy place' for children to live in.

Children's bedrooms are decorated and furnished in line with their preferences. Children have a space that reflects their character and identity and which they are proud of. One child said that they love their bedroom and talked very excitedly about the themed wallpaper that is planned for the room.

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

Trusting relationships between staff and children are at the centre of the safeguarding practice, which provides children with stability and a sense of protection.

The children said that they feel safe at the home. Staff understand children's vulnerabilities well. They help them to understand risk and how to keep themselves safe. Staff help children to manage their behaviours and responses safely and confidently.

Staff use physical intervention techniques as a last resort to keep children safe. The manager debriefs with children and staff. She has a good overview and understanding of each incident. This helps children to reflect on their behaviours and helps staff to reflect on any lessons learned.

Staff actively look for children when they leave the home without permission. They liaise well with the local police to create protocols and plans for when children leave the home. Managers monitor staff's responses and the incident records closely. Professionals speak positively about how well incidents are managed. When there was an increase in episodes of one child leaving the home without permission, the local police liaison officer carried out one-to-one work with the child to help them to reflect on their actions. This led to the child having a better understanding of the dangers in the community.

Staff follow the detailed risk assessments and implement the supportive and protective measures in practice. Care plans are written in child-friendly language. Children contribute to their plans to be part of the care that they receive.

There has been damage to some aspects of the home. The manager ensures that repairs are addressed promptly. This helps children to live in a safe and clean environment.

The effectiveness of leaders and managers: good

The registered manager is appropriately experienced and is working towards a relevant level 5 qualification. She is supported well by the senior management team.

Staff talk highly of the managers and leaders. They receive regular supervision sessions and yearly appraisals to support them in their roles. When there have been difficult periods, the manager has ensured that staff's well-being and welfare are supported. Clear targets and children's development are discussed in detail during supervision sessions. This supports staff development and ensures that children receive consistent care from a suitably skilled team.

Leaders and managers continually assess, review and plan how they can best meet the children's needs and whether the home is the best place for each child. When managers assess that a child needs alternative support, they ensure that this is managed in a way that supports the child.

Leaders and managers have been proactive at ensuring that there is regular training for the staff, which is delivered face to face. The staff have good inductions. One staff member said that they have a better understanding of children's needs and

vulnerabilities because of the good induction and the support that they have received from the manager.

The home has a shortage of staff and uses agency staff members to fill the gaps. The manager ensures that familiar agency staff are used. This provides consistency to the children and does not affect the quality of their care.

Staff take part in regular team meetings where they reflect on children's progress and share important information about children's plans and the running of the home. These forums provide opportunities for staff to develop their skills and understanding of the home's policies and procedures. The staff's contribution is an important feature in making sure that they understand their responsibilities in the children's care and that they work as an effective team.

No requirements or recommendations were raised at this inspection.

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: SC483714

Provision sub-type: Children's home

Registered provider: White Orchid Marston Moretaine Limited

Registered provider address: 1 Chiltern Business Centre, 63 to 65 Woodside Road, Amersham, Buckinghamshire HP6 6AA

Responsible individual: Richard Mills

Registered manager: Jenny Jones

Inspectors

Dan Williams, Social Care Inspector
Saeeda Fatima, Social Care Inspector

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