

# SC443708

Registered provider: Physis Quantum Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned by a small limited company and provides care and accommodation for up to four children. The home provides therapeutic care for children who have experienced, or are at high risk of, child sexual exploitation. Education is provided on site in the organisation's separately registered school.

The home has an experienced and suitably qualified registered manager.

**Inspection dates:** 17 to 18 October 2018

**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:** 7 February 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
07/02/2018	Full	Good
20/02/2017	Interim	Sustained effectiveness
26/09/2016	Full	Good
09/03/2016	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children settle in quickly. This is helped by the registered manager who ensures that children are provided with information about the home before they move in and that staff start to build positive relationships with the child during the planning stages. For example, the staff will send the child cards and make regular telephone calls.

Children feel valued and well cared for. The staff go beyond their duty of care to meet the children's needs. For example, key workers will often call the home on their days off to check in on their key child. The staff care for the children like a good parent should. This ensures that children build secure and trusting relationships with their caregivers.

Staff provide care to the children that is underpinned by research. Staff use this research to inform the therapeutic model of practice in the home. Staff understand and implement the therapeutic model well and this promotes children's well-being. Children understand the progress that they are making and can talk about where they are in their therapeutic journey. This shows that children become increasingly self-aware and that they are proud of their achievements.

Highly individualised care enables children to make exceptional progress. For example, children have learned how to look after themselves. As a result, some children are now attending health appointments that they had previously refused to attend. Some children who have had a history of non-school attendance are now going to school every day and achieving academic success.

The registered manager and staff look beyond children's behaviour and provide excellent support to help them to work through difficult times. There is an emphasis on using praise and reward to encourage positive behaviour.

The staff help children to create positive memories during their time at the home. Staff will take photographs and make records that reflect each child's journey of success. The home environment is beautifully presented, with children's artwork and photographs of the children.

Children have positive experiences. They participate in a variety of activities, including attending the local cadets, and going swimming and to the cinema. One young person is being supported to learn to drive a car. This includes the service funding the cost of driving lessons.

Children attend their weekly therapy sessions and engage in keyworker sessions. These opportunities help to support children's exceptional progress.

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

Staff provide children with clear guidance and boundaries, and this enables children to feel secure and know what is expected of them.

Children's progress is supported by the staff allowing children to take measured risks. The registered manager is diligent in recognising the anxieties that staff feel when children take risks. She will carefully consider whether children are being held back because of staff members' fear or because the risks are too great for the child. As a result, risk and behaviour management is highly effective in safeguarding children.

Children do not go missing from the home. This is a significant improvement from the behaviours that children displayed before they moved into the home. One child told the inspector that she felt safe and that this was her home, and described how the staff care for her as her family.

Staff enable children to become more independent. Children learn the skills to keep themselves safe and enjoy unsupervised time out of the home. One young person is now travelling independently to college, has a part-time job and can spend time at her boyfriend's house. These excellent achievements are testimony to how far children have come and shows that they are now able to enjoy ordinary and age-appropriate experiences.

## **The effectiveness of leaders and managers: outstanding**

The registered manager is highly experienced, inspirational and effective in managing the home. She is supported by an equally competent deputy manager.

The staff receive regular supervision and use reflective practice in their monthly team meetings. This helps to build up a skilled and knowledgeable staff team whose practice is centred around children's experiences and supporting achievable progress.

Staff have access to clinical support in addition to regular supervision. This promotes positive emotional well-being for the staff, who in turn provide the children with high levels of support.

Professionals are complimentary about the home. Professionals reported that children make excellent progress in a short period of time. One professional who had attended a staff meeting told the inspector, 'Team meetings are excellent and some of the best I have ever seen. They are really analytical and look at the child's behaviour.' Communication with social workers is excellent. Feedback from other professionals demonstrates the outstanding care that is provided to children and how it has a positive impact on their lives.

The manager and staff are committed to a therapeutic approach in every element of the care that they provide to children. This has a positive effect on children by developing their self-esteem, confidence and a sense of belonging.

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** SC443708

**Provision sub-type:** Children's home

**Registered provider:** Physis Quantum Limited

**Registered provider address:** 16 Church Meadows, Alport Road, Whitchurch, Shropshire SY13 1PY

**Responsible individual:** Laurence O'Dwyer

**Registered manager:** Sarah Bourne

## Inspector

Lisa O'Donovan, social care inspector

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