

# SC487794

Registered provider: Physis Quantum Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a privately owned limited company. It offers care for up to three young people. The home specialises in caring for young people who have been, or are, at high risk of child sexual exploitation.

A qualified and experienced manager is in post. He is in the process of registering with Ofsted.

**Inspection dates:** 9 to 10 January 2019

**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:** 15 March 2018

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
15/03/2018	Interim	Sustained effectiveness
30/10/2017	Full	Outstanding
16/03/2017	Interim	Improved effectiveness
09/08/2016	Full	Requires improvement

## Inspection judgements

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

Staff provide extremely nurturing and therapeutic care in a beautifully maintained, homely environment. They understand young people's anxieties and the emotional struggles that young people face when they initially move to the home. The young people currently living at the home have been there for a relatively short period of time. However, each young person has already made exceptional progress because of the excellent support that they receive.

All young people attend weekly therapy sessions, go to school and make positive lifestyle choices, improving their health. For example, young people embrace the home's smoking reduction programme and abstain from misusing drugs and alcohol. These are highly significant achievements for them.

Young people are cared for by a consistent and highly committed staff team. The manager and staff are dedicated to ensuring that young people receive outstanding care. As a result, young people build exceptionally positive relationships with staff.

Staff and managers know young people incredibly well. This ensures that they help young people to feel calm, preventing their behaviours from escalating. The provider's clinical team oversees young people's care and the strategies that staff use to support them. The therapeutic ethos that this creates is firmly underpinned by research.

Staff and managers continually review the effectiveness of their practice. This reflection is integral to the high-quality care that young people receive. When incidents do happen, staff consider their own behaviour alongside the young person's, and think about what they could have done differently. This promotes a continual culture of learning and accelerates the progress that young people make.

Partnership working is a particular strength of this service. 'Team around the child meetings' regularly take place and include care staff, education staff and the clinical team. These meetings inform decisions about the young people's care and quickly identify when young people need additional support.

Young people are fully involved in the care that they receive and contribute to the decisions that affect them. Young people and staff work creatively together to produce information packs for other young people. These contain useful research and guidance. For example, one pack outlines the skills that young people need before they are safely able to manage their own mobile phone. As a result, young people better understand the risks that they face and strive to keep themselves safe.

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

Staff keep young people safe. Behaviour and risk management plans are extensive and provide staff with clear guidance about how to care for young people. Consequently, young people feel safe and are safe.

Physical restraint is rarely required. This is because staff have excellent de-escalation skills, and defuse situations before they escalate. On the rare occasions that physical interventions do happen, debriefings with young people and staff show good reflection and ensure that lessons are quickly learned.

Young people who previously went missing have significantly reduced this behaviour since living at the home. As a result, other associated risks have drastically reduced, including exploitation, gang crime and substance misuse. This progress is underpinned by high-quality therapeutic work, which helps young people to understand these risks. This approach equips young people with the skills that they need to remain safe in the future.

Staff demonstrate an excellent knowledge of safeguarding and fully understand the responsibilities of their role. Senior managers ensure strong oversight of safeguarding issues and consult regularly with staff and young people about any concerns that they may have.

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

A new manager has recently started. He is well supported by the previous registered manager, making the transition of roles smooth and effective. The staff recognise and appreciate this. They continue to feel extremely well supported.

Managers provide outstanding support to staff. Staff receive regular, high-quality, creative training. Managers also provide staff with regular supervision, therapeutic support, informative staff meetings and access to external counselling if this is required. The investment in staff support is reflective of the superb care that young people receive.

Professionals are extremely positive about the home and the support provided to young people. A social worker told the inspector, 'Staff understand things on a trauma-informed basis. They understand that young people's behaviours are because of their experiences, and not because they are naughty.' Consequently, young people experience individualised, therapeutic care. This starts to address the trauma that they have experienced and supports them to thrive.

## 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 difference 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:** SC487794

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

**Registered provider:** Physis Quantum Limited

**Registered provider address:** PO BOX 179, Whitchurch SY13 9DE

**Responsible individual:** Laurence O'Dwyer

**Registered manager:** Post vacant

## Inspector

Lisa O'Donovan, social care inspector

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