

# 2623544

Registered provider: Highlands (Fareham) Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned and provides care for up to four children with learning disabilities. There were four children living at the home at the time of the inspection.

The manager has been registered with Ofsted since May 2023.

### Inspection dates: 10 and 11 October 2023

**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 **good**

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:** 23 March 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2023	Full	Good
23/03/2022	Full	Good

## Inspection judgements

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

Children make exceptional progress because they are extremely well supported by committed staff who genuinely care for them. Relationships between children and staff are built on trust and respect.

All staff, including those who are new to the home, are attuned and responsive to children's needs. Staff are empathetic and nurturing in their approach. They balance these qualities with maintaining boundaries and ensuring that there are predictable structures and routines. This makes children feel secure and cared for.

Children's views are integral to all care-planning decisions. Staff are familiar with each child's methods of communication. They skilfully use a range of resources to empower children to have a say in the way that they are looked after.

Staff are deeply committed to ensuring that children receive high-quality care. They proactively advocate for children to ensure that they receive the specialist support and services that they need. In one example, managers secured funding for additional staffing to maximise opportunities to teach independence skills to a child. The child is flourishing as a result.

Highly motivated staff are aspirational for what children can achieve. Staff actively encourage children to take part in activities outside the home. Children speak proudly about their achievements. Staff have created an environment which enables children to expand their choices and interests and where each child's individual success is celebrated.

Education is a top priority for staff, and children make excellent progress from their starting points. Teaching staff said collaborative working with, and sensitive support from, the home's staff helps children to engage and achieve in education.

Children are treated with dignity and respect. Staff teach them about acceptance and how to build positive relationships. Interactions between children are caring and nurturing, which enhances the family feel of the home.

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

Children's safety and well-being are priorities for staff. Staff have an excellent awareness of each child's strengths and vulnerabilities. Effective and open communication within the team and with other professionals further underpins the safeguarding culture and promotes children's safety.

Incidents where children are at risk of harm are extremely rare. Managers use staff meetings to embed learning from safeguarding training. They give staff safeguarding scenarios that help to test their knowledge. This means that staff stay alert to the signs that children may be at risk and know how to respond appropriately.

Care plans and risk assessments provide staff with an accurate description of children's current and most relevant risks. Staff understand and implement clear strategies which reduce the risk of behavioural incidents.

The use of physical restraint is kept to a minimum and is used only as a last resort to keep children safe. When it does occur, managers carry out a thorough review with the staff and children involved, including any child who has witnessed the incident. They explore what happened and seek to find ways of reducing the risk of incidents reoccurring.

The registered manager has updated the processes and expectations relating to the administration of medication and all staff are well trained.

As a result of careful support from staff, children's risks reduce over time. For example, one child who arrived with a history of serious self-harm made exceptional progress in relation to their emotional well-being. Staff worked closely with the child's parents and external professionals and supported the child to learn other ways to cope with and express their feelings.

When children make complaints or allegations about staff, managers respond robustly to ensure the safety of children. Senior leaders have oversight of the plans which are put in place to safeguard children. Learning from incidents is shared with the staff team.

Processes for managing health and safety matters and maintenance tasks are excellent. As a result, repairs are completed in a timely manner and the physical environment is safe and secure. Children said they know what to do in the event of a fire because of a recent fire drill.

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

The registered manager is ambitious and passionate about improving outcomes for children. She demonstrates that staff are valued, which inspires staff to give good care to the children.

Staff receive good-quality induction and training. Managers source specialist training when this is required. As a result, children are looked after by well-informed staff who have the skills and experience to meet their needs.

The registered manager and the responsible individual have a sound awareness of the strengths and weaknesses of the home. Any deficits or shortfalls in the quality of care are immediately addressed.

Staff speak highly about the support that they receive from managers. However, not all staff receive formal supervision at agreed intervals. Consequently, there are missed opportunities to reflect on staff practice and progression.

As a result of effective management monitoring and oversight of children's records, the registered manager has a well-rounded view of the progress that children are making and the quality of care that they are receiving from staff.

The registered manager makes good use of the independent person's reports and her own reviews of the quality of care to inform service developments. As a result, she demonstrates a commitment to ensuring there is continuous improvement.

## What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>	<p>31 January 2024</p>

## 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:** 2623544

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

**Registered provider:** Highlands (Fareham) Limited

**Registered provider address:** 5 Deansway, Worcester WR1 2JG

**Responsible individual:** Jacqueline Smeeth

**Registered manager:** Hannah Brown

## **Inspector**

Jill Sephton-Wright, Social Care Inspector

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