

# SC480705

Registered provider: Arc-HD Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for up to three children with social and emotional, and/or mental health difficulties. The accommodation is set in three individual living areas, with shared communal space.

The manager registered with Ofsted in April 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

### Inspection dates: 15 and 16 February 2022

**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:** 10 September 2019

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
10/09/2019	Full	Outstanding
16/04/2018	Full	Outstanding
25/04/2017	Full	Outstanding
18/10/2016	Full	Good

## Inspection judgements

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

All children make significant and meaningful progress. The staff consistently use the approach set out in the statement of purpose to care for the children. They follow children's plans meticulously to ensure that children's needs are met. Over time, the staff use the strong relationships they have built with the children to encourage them to reach their full potential.

The staff are very skilled at helping the children to discover who they are and to develop their confidence and self-esteem. For example, the staff respect the children as individuals and actively promote their chosen identity. They also work hard to find out the children's passions and strengths and then encourage them to try new and different things. Current interests include cheerleading, swimming and dance.

Committed staff have worked hard to minimise the impact of COVID-19 on the children. For example, the original group holiday planned for the summer had to be cancelled at short notice. However, to ensure that the children did not miss out, the staff made new plans. These included listening to the children's wishes about what they would like to do and arranging two separate holidays to accommodate these.

Finding the right school or college for the children is seen as a priority. The staff are very good at supporting those children who have been out of education for significant periods of time. Working at the child's pace, staff support the children to learn at home before they return to a more formal school arrangement. As a result, children do extremely well and exceed expectations.

The staff are focused on giving children the skills to succeed in life. The work they do to prepare the children for adulthood begins from the moment they move in. This considered approach helps the children to become resilient as well as teaches them important practical and life skills. Because of this, children learn to become independent and are well equipped for when they move on.

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

Children's health and well-being are given a high priority by the staff. For example, the layout of the home is set up to reduce the children's anxiety. The children have their own living area as well as access to a communal room where they can be together. This gives the children the option to choose where they want to spend their time. Children are afforded space and privacy to talk to the staff about their emotions, and they learn how to respond to and/or express these appropriately.

Children receive a high level of support. The staff have excellent relationships with other professionals and work closely with them. The communication between them

enables the staff to be responsive to any issues or concerns about the children's physical and/or emotional health. Because of this, children learn the skills to make informed decisions and pursue healthy lifestyles.

The staffs' approach to risk management is positive. The staff are very good at achieving a balance between keeping the children safe and supporting them to take measured risks. All children are treated as individuals and are actively involved in decisions about their life. This includes making informed choices about their free time, using their mobile phones and agreeing with plans to manage these things safely.

High staffing levels mean that children get to spend quality time with the staff. This includes having regular planned or ad hoc conversations with them. Records of these sessions show that this time is used effectively to discuss children's routines and boundaries, the progress they are making, any problems they have and their achievements. Because of this, children know what is expected of them and significant incidents are rare.

Children feel confident to say how they feel about the staff. This includes making complaints and/or allegations about things they are not happy with. Although this is a rare occurrence, safeguarding records show that all their concerns are recorded in detail and that the appropriate follow-up action is taken. This response helps children to feel safe and to know that they will be taken seriously.

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

Since the last inspection, there has been a succession of internal promotions in the management team. The new registered manager has fitted into the role seamlessly and is benefitting hugely from the knowledge and experience of the now responsible individual. There is also a new assistant manager who complements the management team well. These positive arrangements have given the staff team and the children both stability and continuity through this time.

The registered manager has a clear vision for the home. This includes maintaining the high standards set by the previous manager. The home's development plan is detailed, environmentally friendly and is also very child-focused. For example, the children are learning to become socially responsible and have recently been involved in a beach clean. These types of experiences enhance the quality of care the children already receive.

During the inspection, several staff stated how proud they are to work at the home. They spoke highly of the new management arrangements as well as about the training and support they receive. The registered manager is very good at giving staff opportunities to use their skills and experience to improve practice. These include developing tools to support children working on their independence and carrying out analysis of their behaviour to understand and reduce unwanted behaviours.

The monitoring arrangements are robust. The range of systems in place enables the registered manager to maintain oversight and scrutiny of the home. The independent visitor reports together with the monthly audits carried out by the responsible individual help the registered manager to identify potential shortfalls in practice as well as to make recommendations for improvement.

Careful consideration is given to new children moving in. The registered manager works closely with other professionals to ensure that all the relevant information is obtained to ensure that staff can meet the child's needs. A lot of thought is given to any potential impact on the children already living in the home. The admission process is also very detailed and carried out in a way that puts children first. Wherever possible, introductions are completed at the child's pace.

## **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:** SC480705

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

**Registered provider:** Arc-HD Services Ltd

**Registered provider address:** Arc H D Services, Wessex House, Upper Market Street, Eastleigh SO50 9FD

**Responsible individual:** Katherine Openshaw

**Registered manager:** Paul Collins-Painter

## Inspector

Amanda Harvey, Social Care Inspector

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