

# 2743668

Registered provider: SILVER BIRCH CARE (RESIDENTIAL SERVICES) LIMITED

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately run home provides care for up to five children with social and emotional difficulties.

The home and the manager registered with Ofsted in January 2024. This is the home's first inspection.

There were four children living in the home at the time of this inspection.

### Inspection dates: 25 and 26 June 2024

**Overall experiences and progress of children and young people, taking into account**                      **good**

How well children and young people are helped and protected                      good

The effectiveness of leaders and managers                      outstanding

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## Inspection judgements

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

Staff provide a safe and stable home for children. The staff team know the children well, and they are aspirational about the children's future. Children enjoy spending time with staff and with each other. Children say they are happy living in the home.

Children are welcomed by staff when they first come to live at the home. When possible, arrangements are made for the child to visit before they move in. Children who are considering moving into the home are provided with a video tour of the home, the children's guide and "meet the adults" booklet with pictures and a pen profile of all the staff.

The children all attend school. Staff understand the challenges children face when starting a new school. Staff talk to children regularly about any problems they may have. Staff work with teachers to ensure that children are supported with their transition. Staff advocate on the children's behalf and ensure support and advice is sought when needed.

Staff praise and celebrate the progress that the children make, and show the children they are proud of them.

Children are registered with health care professionals and supported to attend their appointments. Staff support children to have a healthy lifestyle and routine. Children and staff eat and cook together and exercise together. Staff talk regularly with children about the importance of healthy eating and a good sleep routine.

Staff take children's views seriously. Children attend a weekly team meeting which is chaired by one of the children. Children can raise any concerns they have with staff and think together about solutions. Children help with activity planning and decorating the home. Children know how to make a complaint and say they feel listened to.

Staff are trained in a therapeutic model of care and children have access to an in-house therapist. This resource aides the staff in their support of the children. The care provided by staff supports the children to make progress physically, emotionally and educationally.

Family and friends visit the children at the home and staff plan activities for them to enjoy together. Staff take time to find out the children's interests and encourage them to participate in activities such as ice skating and football.

The home is large, spacious and newly decorated. There is a games room, a trampoline, bikes and art equipment for the children to use. The children's artwork is on display and the children are proud of the home they live in.

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

Children say that they feel safe. The management and staff team talk to the children to help them understand that their safety is important.

There have been relatively few incidents at the home, staff work well together as a team to address any concerns and reflect on how things can be done differently. As a result, the children have settled and they get on well together. However, incidents and consequences are not consistently recorded. This impacts on the managers capacity to review incidents and the effectiveness of consequences.

The leaders and managers have worked hard to reduce the number of missing-from-home incidents. They work collaboratively with professionals, the family and the child. The feedback from family and professionals is positive.

Leaders and managers ensure that safer recruitment policies and procedures are followed. This provides assurances that staff have been appropriately vetted before they look after children.

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

The home is led by a permanent, suitably qualified and committed registered manager. She has worked hard with the leadership team and staff to ensure the home offers the children consistent and reliable care. The ratio of staff to children is sufficient and ensures that children receive the individual care they need.

The leaders and managers are proud of their staff and the care they provide the children. Managers are aspirational, advocate for the children and have high expectations of all those that work with the children.

Staff speak positively about the managers and feel supported and valued. Staff receive regular supervision. Team meetings are held on a weekly basis. Supervision and team meetings are used effectively to encourage staff to focus on the needs of the children. Ensuring the children feel settled and cared for is the primary focus of the management and leadership team.

Staff have access to a wide range of face-to-face training. There is a culture of reflection and learning amongst staff and managers. There is a clear plan in place to ensure that staff have the opportunity to progress with their learning.

The in-house therapist also meets with staff. This provides opportunities of wider learning and reflection. Clear plans are in place for each child, and these are regularly reviewed.

## 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, 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii))</p> <p>In particular, this refers to ensuring that risk assessments clearly set out and evaluate all known risks to children.</p>	<p>26 July 2024</p>

### Information about this inspection

The inspector has 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:** 2743668

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

**Registered provider:** SILVER BIRCH CARE (RESIDENTIAL SERVICES) LIMITED

**Registered provider address:** S B C H House, 212 Ballards Lane, Finchley, London, N3 2LX

**Responsible individual:** Craig Wallace

**Registered manager:** Folashade Olayiwole

## Inspector

Matilda Clode, Social Care Inspector

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