

# 1270767

Registered provider: K & G Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately owned home. It provides care for up to four children with emotional and social difficulties.

The home is led by an experienced registered manager.

### Inspection dates: 26 and 27 September 2023

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

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

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:** 4 January 2023

**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>
04/01/2023	Full	Good
13/04/2021	Full	Good
05/02/2020	Interim	Declined in effectiveness
14/05/2019	Full	Requires improvement to be good

## Inspection judgements

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

Staff have created a lovely environment for children to live in. It is homely and well maintained. Children are supported to personalise their bedrooms, and they like their rooms. Children like living at this home.

Relationships between children and staff are very strong; children have positive relationships with all the staff. They speak positively about each other. Children say that they can talk to staff about anything. One child said, 'Staff treat us like family.' Another child said, 'I would be happy living in this home if I couldn't go home.' One child informed the inspector that they are wanting to work in a children's home so that they can emulate the care they have received to other children. The trusting and positive relationships that children have with staff provide them with the stability and security they need to help them address any past traumatic experiences.

Staff work closely with children's families and other adults involved in the child's life. Communication between staff, relatives and professionals is excellent. Staff ensure that, wherever possible, children's families remain involved in their child's life. One relative said, 'This home is absolutely amazing, from the manager to all the staff... that's why (name of child) is the young man he is today. This is one of the best residential homes for children.'

Regular focused discussions happen between staff and children. Children talk openly with staff about their well-being. Staff use creative approaches to keep children engaged. This helps children to feel listened to and strengthens their relationships with staff.

All children are supported by staff to engage in full-time education. There is excellent communication between staff and education professionals. This contributes to children making good educational progress.

Staff support children to participate in a wide range of activities. It is clear to see they have lots of fun and laughter, and they create memories while enjoying new experiences. Videos and photos meaningfully record the experiences of each child. Children have been supported to write letters to their former selves; this has been a creative way of showing children the progress they have made.

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

Staff are confident in undertaking their safeguarding roles and responsibilities. They know what to do if they are concerned about a child. Keeping children safe is regularly discussed in one-to-one meetings and team meetings. Staff are determined advocates for the children's safety and well-being.

Risk assessments are clear, detailed, and individual to the child. Staff keep these documents under regular review. Staff support external agencies to contribute to some of these assessments to ensure that they are up to date and accurate. There is a range of strategies in place that are designed to support staff in their work with children.

Staff talk to children about their lives, and as a result, children feel listened to. Focused discussions take place with children to explore their feelings following behavioural incidents. This proactive approach reduces further incidents and helps children to understand their emotions and how to regulate them.

Staff know the children well and can de-escalate concerning patterns of behaviour before they result in physical intervention. This means that physical interventions are very rarely used. However, when they are used, they are always proportionate and as a last resort. Incidents of restraint are clearly recorded. The manager ensures that children and staff are spoken with after any restraint to ascertain any learning. This robust management oversight helps staff and children to reflect on what has happened. This ensures that practice in this area keeps improving and remains safe and appropriate.

There have been no allegations made by children. Children say that they are aware of the complaints procedure. They told the inspector that they do not need to complain because they can speak to staff or the manager to discuss any concerns they have.

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

The manager is enthusiastic about his team and is supported by a deputy who shares the same vision. They work well together and have created a harmonious environment where the team works together to meet the needs of the children. As a result, children are thriving.

The manager and deputy have a good oversight of the day-to-day work of staff. They ensure that staff complete the necessary training within timescales. The manager understands the benefits of investing in staff through training and development.

Staff retention has ensured that children have consistency of care. The registered manager and team have ambitious, creative plans to improve the outcomes for children and ensure that children have positive experiences.

Staff are provided with regular, formal one-to-one meetings. These discussions and plans are reflective and include discussions about the children and staff members. The manager is aware of the strengths and skills of each staff member. Staff say they are supported and listened to and know they can always turn to the manager for help and guidance. This approach motivates the staff in their learning and development.

## **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:** 1270767

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

**Registered provider:** K & G Care Ltd

**Registered provider address:** Knightsbridge House, Rooley Lane, Bradford BD4 7SQ

**Responsible individual:** James McCabe

**Registered manager:** Anthony Howell

## Inspector

Corline Parker, Social Care Inspector

Lizette Watts, Social Care Inspector

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