

SC490365

Registered provider: Bayis Sheli Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered in May 2015 and is privately operated. It provides full-time care or short breaks for up to eight children with physical or learning disabilities. The home provides care that meets the needs of Orthodox Jewish children in ways which are consistent with their culture and faith.

At the time of this inspection, five children were receiving full-time care and one child was having a short break at the home.

The manager registered with Ofsted in November 2020.

Inspection dates: 14 and 15 February 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 **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 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2022	Full	Good
20/05/2019	Full	Good
29/08/2018	Full	Good
02/01/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The registered manager and staff have high aspirations for the children in their care. They are focused on promoting children's development and helping them to achieve their goals. Consequently, all children are making exceptional progress with their social skills and overall development. For example, three children have developed their toileting skills and one child has learned to swim, using the home's swimming pool. These are significant achievements for these children.

Children make and sustain meaningful relationships with a consistent staff team. These relationships are warm and nurturing and help children to feel safe and genuinely cared for. All staff are suitably trained in meeting the children's Jewish Orthodox religious and cultural needs. As a result, children's overall experiences are excellent, and they receive outstanding care from a dedicated and consistent staff team. Staff have a comprehensive understanding of children's needs and communicate in the children's preferred style.

Staff celebrate children's successes and achievements with them. One child, who was not in education for over two years, has returned to school. The registered manager advocated strongly on the child's behalf and ensured that they were given the same opportunities and support as other children. This is a good example of children making significant academic progress.

Children with complex health needs receive exceptional care from the registered manager and the staff team. Staff support all children to access the healthcare and treatment that they need. Staff's support enables some children to learn how to manage their health conditions more independently.

Children's voices are central to the home. Staff use visual aids and social stories to help children to share their views and choices, alongside increasing their level of understanding. Children's views and wishes are listened to on all aspects of their lives. Children are actively encouraged to be part of formulating their care plans and setting their goals and targets.

Staff support the children to enjoy a range of activities that reflect their interests and widen their community involvement. The home is fully equipped with exceptional facilities, including hydrotherapy, a soft playroom, a sensory room, a music room and an adapted children's kitchen. Children consistently enjoy outings and trips and cultural and religious events. In addition, all children enjoyed a summer camp for two weeks. This demonstrates that children have structured time at home and opportunities to engage in new experiences in the community.

Children live in a warm and homely environment. Each child personalises their bedroom to reflect their personality. Staff clearly value the importance of an

environment that is respectful and maintained to a very high standard, with the children at its heart. There are good health and safety arrangements in place at the home to keep children safe.

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

Children are safeguarded effectively. The stable and consistent home environment, together with the warmth and confidence of the staff, makes the children feel safe and secure. Parents and social workers say that children feel safe and that the staff protect them.

Children benefit from high staffing levels and there are clear behaviour support plans to support children's needs. Since the last inspection, there have been no consequences for negative behaviour and staff have not had to restrain children. There is a strong emphasis on implementing preventative strategies and liaising closely with schools and families to provide consistent care and support to children.

Staff support children to understand boundaries and routines. This is done in a child-friendly way, using the child's preferred method of communication. Incidents are well managed by staff and always reviewed by the registered manager. Challenging situations are discussed in team meetings, to review if there are any lessons to be learned to improve future practice.

Staff use restorative approaches in place of consequences and reward positive behaviour. This is highly effective. For example, one child has recently received a new bicycle following good behaviour. Children who display very complex and challenging behaviours are supported holistically. This excellent approach to behavioural support means that children with the most significant needs have positive experiences.

Social workers speak highly about the prompt and good level of communication they have with staff when issues arise which may impact on a child's well-being or safety. Records demonstrate that external agencies are promptly informed of any incidents.

Safeguarding practice is strong. Staff have a clear and detailed understanding of the risks and vulnerabilities for each child. Safeguarding is regularly discussed in team meetings and training to ensure staff's understanding of safeguarding and whistle-blowing procedures. Managers work closely with other agencies to ensure that appropriate action is taken to keep children safe. However, one member of staff spoken to during the inspection did not demonstrate a sufficient understanding of the whistle-blowing process.

The effectiveness of leaders and managers: outstanding

The registered manager is dedicated, passionate and advocates endlessly to ensure that children lead positive and fulfilling lives, despite their complex needs. The registered manager has excellent oversight of the home and understands the children's day-to-day experiences and the quality of care that they receive.

Staff morale is high. They speak highly of the management team. They feel well supported, valued and equipped to fulfil their roles. The staff team is very stable, and no staff have left since the last inspection. Staff receive regular child-focused supervision. Supervision guides staff with a strong focus on their development. This helps to retain staff and enables them to provide excellent care to the children in the home.

New staff benefit from a detailed induction that helps them to understand their roles and responsibilities. Staff say that training is effective and helpful. Staff value and commit to team meetings and are encouraged to share learning.

Staff receive regular annual appraisals and performance reviews. However, appraisals do not include any feedback from children or other professionals, which is a missed opportunity for the manager to fully assess practice.

Leaders and managers have addressed all the requirements and recommendations raised at the last inspection. There is meaningful management oversight of records, which are regularly reviewed. Internal and external monitoring systems are used to review the home's progress. This excellent oversight contributes to the ongoing improvement and development of the home.

Feedback from professionals is very positive. They describe the quality of care provided to children as 'exceptional' and say that the support they provide is non-judgemental and supportive to children and their families. Professionals say that communication with staff is very good and that this results in a shared approach to providing children with good-quality care and support.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff performance appraisals consider the views of children and professionals who have worked with the staff member. ('Guide to the Children's Homes Regulations, including the quality standards', page 60, paragraph 13.5)
- The registered person should ensure that staff have the knowledge and skills to recognise and respond to any signs that might indicate a child is in any way at risk of harm. In particular, all staff should understand and implement the whistle-blowing policy and procedures. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

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'.

Unique reference number: SC490365

Provision sub-type: Children's home

Registered provider: Bayis Sheli Limited

Registered provider address: New Burlington House, 1075 Finchley Road,
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Responsible individual: Jacob Sorotzkin

Registered manager: Miriam Herzog

Inspector

Dorothy Thompstone, Social Care Inspector

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