

2648508

Registered provider: My3 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. The home is registered to care for up to three children who may have learning disabilities and social or emotional challenges.

There were three children living in the home at the time of inspection. The inspector spoke with all three children.

The manager of the home registered with Ofsted in August 2024.

Inspection dates: 17 and 18 September 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 good

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

Date of last inspection: 31 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2023	Full	Good
07/06/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a large, warm home that provides plenty of space for them to relax and play. Children's photos are on display around the home, and children are able to decorate their bedrooms to suit their taste.

Staff support children to take care of their bodies and ensure that children's health needs are met. When children are waiting for referrals to health services, managers advocate for their needs and follow up regularly to ensure that children do not wait longer than necessary. This helps to keep children healthy.

All the children who live here attend school full time. Staff take children to the schools that best meet their needs, even when they have to travel further to attend. Staff and managers have positive aspirations for children and work with education staff to set goals that they can achieve. This helps children to make consistent progress and develop positive views around their education.

Children have the opportunity to visit different places and to try new things. Staff encourage children to pursue their interests and remind them daily how proud they are of them. Staff help children to develop life skills and begin to prepare for living more independently.

Due to the diligent efforts of staff, children are making significant progress in all areas of their lives. One professional said, 'The change in him is phenomenal. He's really come on in terms of his emotional regulation, his ability to recognise his own wishes and feelings. That's a big thing for [name of child], to know that he has a voice and can share his thoughts.'

Staff and managers go above and beyond to support children's relationships with their families. When the wellbeing of family members has impacted on children, staff and managers have supported the extended family to intervene. This ensures that children are able to maintain positive relationships with the people who are important to them.

Staff have spoken to children about their wishes relating to their religion, and support one child to eat Halal food. However, staff do not routinely support children to understand their cultural background and have not consistently revisited their wishes and beliefs. This does not enable children to understand or explore their heritage.

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

Children say that they feel safe living in the home and are able to identify staff they could speak to if they have any worries. Staff care for children with warmth and nurture, and clearly enjoy working with them. One educational professional said of the staff, 'it's lovely to see how compassionate they are with the children'.

Staff have worked hard to help children to improve their communication. This enables children to better share their wishes, feelings and worries, and has reduced children's frustration. Because of the significant improvements in children's ability to communicate, their risks have reduced.

Staff know children well and teach them how to cope with their emotions. Staff are well attuned to the children and are able to identify early signs of distress. They are able to support children in a way that works for each child. This means that children are rarely held to keep them safe. When this has happened, it has been used as a last resort.

Staff help children to think about how to stay safe online and in the community. However, staff and managers do not always identify work that will benefit children to address concerns before they arise. The manager had already identified that this is a gap in practice and has taken steps to address it. However, these plans are not yet embedded into practice.

Staff actively support children to keep them safe. Because of this ongoing support, children have not gone missing from this home. All staff know how to respond should children go missing. Risk assessments are updated regularly and provide clear strategies for staff to follow to keep children safe.

Complaints and allegations do not happen often. When these have occurred, staff and managers have responded effectively to ensure that all children are safe. Staff have a clear understanding of safeguarding processes and maintain excellent communication with external professionals.

Staff and managers work well with professional networks for each child and maintain positive working relationships. They provide active challenge to other professionals when needed, and advocate in the best interests of each child. This ensures that all adults are working together for each child.

The effectiveness of leaders and managers: good

The manager is experienced and has the skills necessary to manage the home well. The manager has worked in this home for a long time, which enabled a positive and smooth transition between the previous and current manager. The manager has excellent insights into the strengths and developments of the staff team.

Staff feel well supported by the management team and say that their views and ideas are welcomed. Managers and staff regularly reflect on their practice, and the needs of children, to ensure that they continue to meet children's changing needs. The team attend monthly reflective sessions with an in-house psychologist to further consider how they can develop their care of children.

The manager maintains oversight of incidents and progress and approves or rejects all documents completed. However, the manager does not always record their evaluation of

staff practice or discussions held with the staff team. This does not evidence the excellent work that is being completed and does not provide children with clear records to look back on, should they wish to do this.

The manager makes good use of external monitoring and implements any actions that are recommended from this. In addition, the manager completes a six-monthly internal review of the quality of care provided to children. However, this review lacks feedback from children and stakeholders, and does not evidence clear evaluation to consider why children are making progress.

Staff are provided with regular training to ensure that they have the skills to meet children's changing needs. Staff say that they can ask for additional training if needed. Managers complete regular supervisions with staff as well as monthly team meetings which also provide staff with the opportunity to further develop their knowledge and learn from each other.

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background. (Regulation 6 (1) (2)(iv))</p> <p>Specifically, the registered person must ensure that children have the opportunity to learn more about their culture, religion, and heritage.</p>	19 November 2024
<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it. (Regulation 45 (1) (2)(a)(b))</p> <p>Specifically, the registered person must ensure that the quality of care review incorporates feedback from children, families, and professionals. The quality of care review should be evaluative in nature, and should identify learning from the past six months.</p>	19 November 2024

Recommendations

- The registered person should ensure that oversight and discussions about children are recorded in a way that is useful for children and staff. (‘Guide to the Children’s Homes Regulations, including the quality standards’ page 62, paragraph 14.4)

- The registered person should ensure that all children receive proactive direct work, targeted to their specific needs, to help them understand how to keep themselves safe. ('Guide to the Children's Homes Regulations, including the quality standards' page 42, paragraph 9.7)

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: 2648508

Provision sub-type: Children's home

Registered provider: My3 Limited

Registered provider address: 300 St. Marys Road, Garston, Liverpool L19 0NQ

Responsible individual: Shelly Daly

Registered manager: Sherrilynn Tebs

Inspector

Aislinn Cooper, Social Care Regulatory Inspector

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