

# 2583028

Registered provider: The Exeter Royal Academy For Deaf Education

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for up to four children.

The statement of purpose describes that specialist therapeutic care is provided to children who are deaf and have complex needs.

There is a suitable manager who is registered with Ofsted.

Three children were living in the home at the time of the inspection.

### Inspection dates: 10 and 11 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                      good

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

**Date of last inspection:** 21 November 2023

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2023	Full	Outstanding
06/09/2022	Full	Good
07/03/2022	Interim	Improved effectiveness
11/10/2021	Full	Requires improvement to be good

## Inspection judgements

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

The children who live in this home are making good progress. Their outcomes have improved since living here. All the children spoke positively about their experiences in this home. They said that they like living in the home, that they get on well with the adults who care for them and that they really like their bedrooms. There was lovely interactions observed between children and staff during the inspection.

The home is clean, warm and welcoming. There are spacious, airy rooms with comfy sofas that help children to feel relaxed. Outside, there is a well-maintained garden for children to spend time in, with a trampoline to play on. There are lovely photos on the walls of children having fun and doing activities with staff. One room has been developed into a sensory room with lights and a booth to support children's communication needs. Children have personalised their bedrooms in line with their interests.

The children receive good levels of care. They have positive routines and are supported to lead a healthy lifestyle. The home is filled with the smells of lovely home-cooked food, which the children enjoy. The children enjoy being active in their local area. One child talked about going to the gym regularly, and another child has recently taken part in a trampolining competition. All the children are now attending school full time. When one child moved to this home, they had not attended school for several years. With a carefully planned transition, they were able to successfully start school and are now attending full time.

The staff have developed positive relationships with people who are important to the children. This includes family, social workers and other professionals. This means that there is a team of people around each child who are all working together to support them and that children feel safe and happy in this home. Staff are respectful of the children; they value their views and their identity. Through listening to children, they adapt the support that is in place for them. They seek children's views about their experiences, activities and family time. Children are supported to have regular family time and to maintain contact with friends. Staff have supported children to develop safe levels of independence, enabling them to have free time and access to a mobile phone. This important level of support means that children are feeling safe, loved and well cared for.

Although the children do have boundaries in place, the parenting and guidance that children receive are not always consistent across the staff team. This means that children are not always clear about what is expected of them. The manager acknowledged this and has plans to explore this with the staff.

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

Safeguarding incidents have remained low since the last inspection. There are very few incidents, and when these do occur, prompt action is taken to address any worries. Restraint has been used on some occasions and are being reduced. These have been necessary to keep children and staff safe.

The manager and staff work hard to tackle any risks that children are experiencing, so the children can learn from them. They provide children with a high level of support and commitment that helps to reduce any risks to them. This includes having open conversations with the children about any worries for their safety. Staff work hard to build positive relationships with children. This means that they know the children well and how to keep them safe.

When safeguarding concerns are identified, they are reported promptly. There is good communication between staff and social workers; this helps to keep children safe. Managers have a good understanding of risk, and they are working hard to keep children safe. They talk openly to children about any worries for their safety and respond sensitively to information that is shared with them. When children have raised concerns about staff, these concerns have been investigated appropriately.

Staff have not always received clear guidance from their managers about what is expected of them; this needs to be improved so that staff are clear in their roles and responsibilities. Risk assessments and care plans are clear and have only needed some minor amendments. Although safer recruitment practice does appear to be in place now, it needs to be robust in the future to ensure there are no errors.

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

The manager knows the children well and is involved in their day-to-day care. She has developed strong and caring relationships with the children. She spoke positively about the children and has high aspirations for their futures. The manager is thoughtful about the next steps for children and strongly advocates for them when this is required.

There is a stable group of staff who are working with the children. There are some staff vacancies, and the manager is actively recruiting new staff. Although agency and bank staff have been used regularly, these are staff who are familiar to the children. Staff spoke positively about the support that they receive from their manager, saying they receive good levels of support and training. Staff can meet regularly in handovers and team meetings, so they are able to discuss their skills and practice.

The manager works in partnership with people who are important to the children. She has regular contact with social workers, family members and other professionals. The manager has developed positive relationships with parents and family members. She provides weekly updates, so parents are kept fully informed about their child's experiences. The manager has been fully involved in promoting family time between the children and their family members.

There is good management oversight in the home's documentation. Monitoring and review systems are in place to make continuous improvements, so there are positive levels of reflection and learning.

Managers use relevant research and knowledge to improve the experiences of children. They are reflective in their practice and are continually learning from experiences in the home. They liaise with other organisations to share good practice and attend managers' forums and meetings in other homes.

## 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 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. (Regulation 12 (1) (2)(a)(1))</p> <p>In particular, managers need to ensure that safer recruitment practice remains robust and that staff are clear about what is expected of them.</p>	<p>31 July 2024</p>

### 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:** 2583028

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

**Registered provider:** The Exeter Royal Academy For Deaf Education

**Registered provider address:** The Deaf Academy, 1 Douglas Avenue, Exmouth, Devon EX8 2AU

**Responsible individual:** James Heaver

**Registered manager:** Sarah Harding

## Inspectors

Sarah Sheffield, Social Care Inspector

Polly Soper, Social Care Inspector

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