

Joanna North Adoption Ltd

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2 Stable Farm, Collipriest, Tiverton, Devon EX16 4PT

Inspected under the social care common inspection framework

Information about this adoption support agency

The adoption support agency provides specialised psychological interventions and adoption support services for adopted children and their families.

The agency was registered with Ofsted in January 2021. This is the agency's first inspection. The registered manager is the sole practitioner and has been in post since January 2021. She is highly qualified and experienced in the field of adoption.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 21 and 23 March 2022

Overall experience and progress of service users, taking into account **outstanding**

How well children, young people and adults are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The adoption support agency provides highly effective services that consistently exceed the standards of good. The actions of the adoption support agency contribute to significantly improved outcomes and positive experiences for service users.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgement

Overall experiences and progress of service users: outstanding

The quality of the individualised support provided by the agency is excellent. The agency provides high-quality, effective therapy. It offers creative and innovative therapeutic interventions to adopted children and their families. As a result, children make significant progress, family relationships are strengthened and adoption breakdowns have been prevented.

Parents were overwhelmingly positive about the service they receive from the agency. They reported that their involvement with the agency has made a significant difference to them and has enabled their family to stay together.

Feedback from professionals is extremely positive. They hold the agency in very high regard and comment on the positive outcomes that are achieved for children and families. They particularly value the accessibility of the registered manager, the swiftness of her response to referrals and the quality of assessments.

The registered manager is passionate about her work and is committed to improving the outcomes for the children. In one case, the advocacy and support from the registered manager directly led to a child's significant improvement in their educational outcomes.

The registered manager places great importance on being involved in current research and the development of therapeutic interventions. During the pandemic, the registered manager was instrumental in producing several podcasts for parents as a means of support and sharing information.

How well children, young people and adults are helped and protected: outstanding

The registered manager has an excellent understanding of how children's previous experiences of trauma can affect their behaviours. Her expertise in the field has led to her being the chair elect of the British Psychological Society's Safeguarding Committee.

Safeguarding of children is central to the agency's ethos. Safeguarding incidents are rare, but when they do occur, for example if a child makes an allegation or a disclosure, appropriate safeguarding action is taken. The registered manager seeks independent and external supervision to reflect on practice and learning, and as a result, children and families make sustained improvements.

The registered manager records risks and concerns that become evident during therapeutic sessions. These risks and concerns are documented in therapy plans, which detail what action will be taken to manage them. If necessary, the registered manager will escalate her concerns and make referrals to other agencies.

The effectiveness of leaders and managers: outstanding

The registered manager maintains exceptionally high standards of practice, built around a culture of continuous development. This is achieved by regularly consulting with expert professionals who provide focused clinical supervision.

The registered manager has an excellent reputation with local authorities and educational professionals. Her practice is recognised as exceptional, and her progress and learning are shared across the sector and nationally. For example, the registered manager is a winner of the British Psychological Society's Distinguished Contribution to Psychology in Practice award, is an acclaimed and published author, and produces podcasts and television presentations on the subject of adoption. The registered manager's level of expertise, skill and knowledge means all practice is current, and all work undertaken is completed to a notable standard with research threaded throughout.

The registered manager strives to continually improve the agency. As a direct result of her expertise, she has improved the outcomes for children and families. With the support of an extremely skilled responsible individual, the agency continues to develop while maintaining a high-quality service.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children, young people and adults, using the social care common inspection framework.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the adoption support agency, how it meets the core functions as set out in legislation, and to consider how well it complies with the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 and the national minimum standards.

Adoption support agency details

Unique reference number: 2617067

Registered provider: Joanna North Adoption Limited

Registered provider address: 2 Stable Farm, Collipriest, Tiverton, Devon EX16 4PT

Responsible individual: David Wright

Registered manager: Joanna North

Telephone number: 07966672950

Email address: joanna@joannanorth.co.uk

Inspector

Linda Bond, Social Care Inspector

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Store Street
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M1 2WD

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