

SC483220

Registered provider: Compass Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is a residential therapeutic community which provides high-quality care for up to five children or young people, aged between 10 and 17, who have problematic sexualised behaviour. A fundamental objective of the home is to provide intensive, therapeutic personalised care and education.

The manager of the service was employed by the organisation in April 2018. She has a wealth of experience of caring for and supporting children and young people in residential care and education settings. This includes appropriate leadership experience. The manager has a level 5 qualification in leadership and management of residential childcare settings. She has applied to Ofsted for registration.

Inspection dates: 21 to 22 August 2018

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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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: 10 October 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/10/2017	Full	Outstanding
06/03/2017	Interim	Improved effectiveness
27/06/2016	Full	Good
15/03/2016	Interim	Declined in effectiveness

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 registered person must ensure that—</p> <p>Within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>a description of the measure and its duration.</p> <p>Within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv)(c))</p>	30/09/2018

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
In particular, this refers to completing the tiling in the kitchen and to replacing or repairing the stair carpet, also to continuing with the ongoing repair and maintenance work in two of the bedrooms in the home.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The young people are provided with a high standard of care from a stable and nurturing staff team. Young people have developed close relationships with the staff team and this has contributed to helping them to feel secure. One young person said: 'I can't fault the

staff here. They are all very caring.'

The young people at the home engage in regular therapeutic support. This helps them to regulate their emotions in a safe way and improves their emotional well-being and life chances significantly.

One young person has created a short film about therapy, for other young people who are new to the home. The young person said: 'After a few sessions you get the hang of it. You start to realise that it changes your life because you manage hard situations and know when to get help. It changes your anger and gives you strategies, so you don't lash out.' Because of living in this home, this young person has made exceptional progress. He is in a healthy, positive relationship with an appropriate peer and is being supported to move on to a semi-independent living arrangement.

Young people with a history of disruption to their education have been helped to return to education routines and reach their full potential. Leaders of the home have been proactive in working with other agencies to overcome any barriers to learning. Some young people have recently passed examinations in core subjects. One young person has passed his first year of a college course. This is excellent progress.

The young people are supported to engage in positive, structured activities in the community. They enjoy regular outings with the staff. For example, one young person has keen interests in agriculture, nature and aviation. The staff team tailors outings with him to suit his individual interests and to encourage aspiration in these fields of work. This practice helps to provide the young people with a sense of belonging.

One young person attended a regular youth group in the community which aims to provide support with issues related to gender and sexuality. It has enabled the young person to develop a positive view of his own identity. This has improved his relationships with peers and has increased his confidence and ability to socialise in the community. This young person has made outstanding progress. The local authority is seeking an appropriate foster family to continue to care for him until he reaches adulthood.

The young people influence the care that they receive in the home through regular consultation and house meetings. Each fortnight, leaders of the home have a meal alone with the young people. This provides a direct avenue for matters to be discussed and resolved and for young people to shape the service they receive from the staff.

The staff ensure that young people can have meaningful contact with their families. They work closely with parents and carers to provide consistency of care for young people. One parent said: 'The staff are amazing. The communication is fantastic. I can speak to [name of young person] anytime. This has been a terribly anxious time for me, but I know he couldn't be in a better place.'

The home is modern, comfortable and welcoming. There is an ongoing programme of maintenance and repair. A recommendation is made to ensure that the tiling in the kitchen is completed and the stair carpet is repaired or replaced. There are two

bedrooms that also require further maintenance and redecoration.

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

The young people at the home said that they feel safe. Parents and placing authorities agree that safety is a high priority at the home.

The manager of the home took an appropriate course of action to safeguard one young person who was going missing from the home. Leaders worked with other professionals to implement a range of strategies to prevent further occurrences. One professional said: 'I feel the staff have excelled in their ability to manage a crisis. They have been proactive in convening emergency meetings and doing front-line work.'

The young people are helped to reflect on their behaviour through qualitative key-work sessions and a consistent approach to sanctions and rewards. Sanctions have become more restorative in nature and encourage the young people to take responsibility for their actions.

Risk assessments are comprehensive. There are effective behaviour management and preventative strategies for the staff to follow. On occasions, the staff have physically intervened to keep children and young people safe and to prevent injury to others. However, the records of restraint do not always evidence a full description of the measure used or sufficient detail to demonstrate that a debrief has been completed with the young person.

One young person has a history of being at risk of sexual exploitation. Leaders and staff have taken appropriate action to complete a multi-agency risk assessment. The staff team has undertaken direct and therapeutic work with the young person, using a variety of resources. This has helped him to understand the risks to his safety and the basis of healthy relationships.

The physical environment in the home is regularly checked for hazards. There are stringent fire safety arrangements in place.

The effectiveness of leaders and managers: good

The previous registered manager left the organisation in February 2018. A new manager was appointed and started her role in April 2018. The deputy manager has provided competent leadership and management of the home throughout this transitional period.

The staff team has accessed a wide range of training and the organisation provides regular opportunities for professional development, supervision and support. This provides the staff team members with the knowledge and skills they need to perform their roles to a high standard.

The staff enjoy working at the home. They feel well supported. The team attends regular meetings which include clinical input from an in-house therapist. This provides

the team members with opportunities to reflect on their practice.

Care planning processes are effective and regularly reviewed. The leadership team meets regularly with the organisation's education and therapeutic service partners. Leaders make good use of this opportunity to promote consistency of care and share best practice.

Leaders are committed to continuous monitoring and evaluation of the service. Young people, their families and partner agencies are encouraged to provide regular feedback. This has contributed to securing outstanding developmental progress for the young people.

Placing authority partners have provided highly positive feedback about the level of care provided at this home. One social worker said: 'I believe your efforts have helped [name of young person] to develop a great deal and are responsible for his positive attitude towards his new placement and the effort he has made in all aspects of his life.'

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC483220

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

Registered provider address: Mountfields House, Off Squirrel Way Epinal Way,
Loughborough, Leicestershire LE11 3GE

Responsible individual: Benjamin Jordan

Registered manager: Post vacant

Inspector

Nicola Thomas: social care inspector

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