

1256404

Registered provider: Homes2inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by an independent provider. It is registered with Ofsted to provide care and accommodation for up to five children and young people who may be experiencing behavioural, emotional and social difficulties.

Inspection dates: 16 to 17 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	outstanding
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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: 13 February 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2018	Interim	Improved effectiveness
03/08/2017	Full	Requires improvement to be good

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

Recommendations

- The registered person should monitor and review the patterns and trends of turnover of staff, whether agency or directly employed, and be able to understand and where possible, address any negative trends. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.19)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people receive very good individualised care in an environment where nurturing and praise are embedded in staff practice. Young people are happy and have excellent relationships with staff, who they trust, like and have lots of fun with. One young person told the inspector that this is the best home that they have lived in, and another young person explained that they like the home because 'it's calm'.

Young people make very good progress given their starting points. A social worker commented that a young person had 'come on in leaps and bounds' and said that the young person is 'so different' now.

Many of the young people quickly make progress in improving their confidence and self-esteem and they start to feel valued. They become more confident in talking to people and they develop their social skills. Confidence and self-esteem are promoted as young people live in an environment where they feel safe and listened to and where they are constantly praised for their achievements no matter how big or small. A social worker commented on how quickly a young person had 'come out of their shell' and how the young person's self-esteem had improved.

Care plans, behaviour management plans and risk assessments are of a very good standard. Young people are always involved in producing and reviewing their care documents. This means that they know what they need to do to achieve their targets, and are central to recognising and sharing their achievements and progress. This helps to improve their confidence and self-esteem.

Education is seen as a high priority and young people make very good progress educationally. This increases their life opportunities. Staff are not afraid to challenge professionals when young people are not getting the services that they need. Partnership working between staff and the company's education coordinator is excellent. This helps to ensure that young people are able to access education at the earliest opportunity after their admission to the home. Consideration is given to individuals'

learning styles and where they are likely to get the best outcomes. For those young people whose attendance was poor prior to moving into the home, their attendance quickly improves.

Young people access an extensive range of leisure activities; they can pursue their individual interests and hobbies as well as participate in group activities, which they clearly enjoy. They are able to access activities that they have never been able to access before. The inspector observed the young people having fun and interacting very well with each other while playing a traditional board game. They told the inspector that they regularly play board games as they really enjoy them. Young people learn from each other's achievements. For example, some young people have joined a gym to help improve their health and another young person has now started attending the gym. This means that their health is improving and they are becoming safer as this activity has started to replace risk-taking behaviours, such as substance misuse.

Young people live in a house which is decorated and furnished to a very high standard. They see it as 'their home' and this is reflected in the decor and in the photographs that are displayed. Young people respect the environment; any damage caused is quickly repaired.

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

Young people's safety improves and all young people told the inspector that they feel safe. This is because they are supported by skilled and committed staff who understand their needs and the risks that they face. Staff work closely with partner agencies to ensure that young people are safeguarded and that they are able to change their risk-taking and unsafe behaviours.

Young people are clear about what is expected of them. They benefit from regular, supportive and educational key-work sessions where they can discuss their behaviours. Staff provide young people with a range of materials which helps them to learn about the impact of their risk-taking and negative behaviours.

Risk management is effective in helping young people to take age-appropriate risks in a safe and supportive environment. This means that they learn to take responsibility for their actions and learn how to self-regulate their own behaviour in preparation for their next stage of life.

Staff fully understand their responsibilities in dealing with allegations and child protection issues. Staff understand the importance of working collaboratively with other agencies. Staff take prompt action in responding to any disclosures made by young people and inform relevant professionals immediately.

The effectiveness of leaders and managers: outstanding

The registered manager is experienced and suitably qualified. He leads by example and is ably supported by the deputy manager. Together they provide very good leadership

and direction to staff.

The management team has successfully embedded a culture of providing aspirational care for all young people. Day-to-day practice is based on staff wanting the best for young people, and the young people know and appreciate this. Young people are able to grow in an environment where they are constantly praised and where they are supported and not criticised when they make mistakes.

Since the last full inspection, the home has experienced some challenging times with staffing. The management team members have responded very well to these challenges. This has demonstrated their resilience, determination and skills in continuing to provide a high standard of care for young people and to develop and improve the services provided.

The management team has introduced new quality assurance systems, which include thematic audits and 'lessons learned'. These audits are robust and have informed and improved staff practice, and ultimately the quality of care for young people. The audits are shared with staff, which helps them to develop their skills and knowledge. An example of an audit which has informed future practice is an overview and assessment of admissions over the last six months. This has resulted in more appropriate matching of young people's needs.

Staff feel well supported and valued by the management team. New staff receive a thorough induction which takes place over three weeks.

There have been some staff changes since the last full inspection, but there is no evidence of this having a negative impact on the quality of care provided. A core team of staff has remained in post which has ensured continuity of care for young people. The registered manager is reviewing staffing to try to improve staff stability.

Partnership working is excellent. Staff recognise that this is essential to ensure that young people's needs are met and that young people can make progress during their time at the home.

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: 1256404

Provision sub-type: Children's home

Registered provider: Homes2inspire Limited

Registered provider address: Homes2inspire Limited, Prospects House, 19 Elmfield Road, Bromley, Kent BR1 1LT

Responsible individual: Nadia Syed

Registered manager: Matthew Earnshaw

Inspector:

Katarina Djordjevic: social care regulatory inspector

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