

1254745

Registered provider: Homes2inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to five children who have emotional and/or behavioural difficulties. A private company owns and operates the home.

Inspection dates: 11 to 12 October 2018

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: 15 February 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2018	Interim	Improved effectiveness
14/08/2017	Full	Requires improvement to be good

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, 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
The registered person must maintain records (“case records”) for each child which are kept up to date and signed and dated by the author of each entry. (Regulation 36 (1)(a)(c))	30/11/2018
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home. (Regulation 23 (1))	30/11/2018
This is with reference to establishing an effective recording system for transferring medicines to other agencies involved with a young person.	

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality, individualised care from a skilled and committed staff team. The quality of this care is regularly reviewed. Children benefit from very good relationships with staff. This supports children to make good progress.

Children are happy and settled and see the home as ‘their home’. They feel valued because they are central to decision-making about their lives.

Admission practices in the home are good, as are the transition arrangements. Staff work hard to ensure that children are given good practical and emotional support during what can be very difficult times. Children and young people continue to receive support from staff, where appropriate, when they have left the home. The registered manager challenges placing authorities when they have not communicated with a child about their admission to the home.

Children’s care plans, risk assessments and behaviour management plans are generally of a good standard. However, where there are plans for specific needs, such as health needs, these plans are not always reviewed and updated. There is no evidence of this having an impact on children’s care. However, all care documents need to be reviewed

and updated when there is a change in need.

The management of medication is good, and staff receive appropriate training when a child has a specific health need. However, there is no effective system for the transfer of medication to other agencies, such as schools and clubs that children attend. There is not a system for recording the administration of medication off site and by a third party. This does not allow for robust monitoring of the management of medication.

Children feel valued, as they are central to decision-making in the home, including about the running of the home. They are always involved in producing and reviewing their care documents. Consequently, they are clear about what they need to do to achieve their targets and they can see their progress. This helps to improve their confidence and self-esteem.

Education is seen as a high priority, and this is supported by excellent partnership working between staff and the company's education coordinator. This helps to ensure that children can access education at the earliest opportunity after their admission to the home. Attendance and engagement in education are variable for children, despite the best efforts of staff and the education coordinator. However, staff do not give up and are constantly looking at different ways to engage children.

Children are given excellent opportunities and support to pursue their interests and hobbies and try new activities. Children spoke enthusiastically and with gratitude about all the experiences they have. As a result, children's social skills and confidence improve.

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

Children become safer because they are supported by a skilled and well-trained staff team. Children feel safe as they develop trusting relationships with staff who listen to them.

Staff are skilled in managing children's behaviour and are committed to working with partner agencies to improve their safety. Children know what is expected of them. They learn about the impact their behaviours may have on their future lives and learn how to take controlled risks in a nurturing environment. As a result, their behaviour improves.

Incidents of being missing from care reduce for those children who have a history of going missing regularly. Staff follow agreed procedures when there is an incident of children going missing. Since the last inspection, staff have gone above and beyond what can be expected in looking for a child who went missing. This included excellent communication with the police and placing authority. This incident demonstrates the commitment of staff to keeping children safe.

The effectiveness of leaders and managers: good

The registered manager has many years' experience of working in residential care and is suitably qualified. She is committed to providing the best quality care for children and has established a culture within the staff team of having high aspirations for children and young people.

The management team is motivational and very supportive of staff. The registered manager and the deputy manager have the level 5 qualification in leadership and management. A staff member commented that the support and approach of the management team is 'what makes it work'. Feedback from professionals also reflected strong leadership and management. Low staff turnover can also be attributed to effective and supportive management. This means that children are cared for by a consistent staff team that they know well and trust.

Training and development are a high priority, as is staff supervision. Staff receive mandatory training as well as training related to individual children's specific needs. Six members of staff have the level 3 qualification and seven are currently undertaking the qualification. Staff are actively supported to pursue training to develop their careers.

Management monitoring systems are generally good and feed into the improvement agenda. Lessons learned are an effective tool for improving practice. However, managers need to ensure that all care documents are kept up to date so that information in different plans corresponds. Some care documents are not always signed and dated by the author. Monthly visits by the independent visitor support the development of the home.

Partnership working is very good, which ensures that children get the services they need. The registered manager is not afraid to challenge professionals when they are not working in the best interests of the child or not ensuring that children have access to appropriate services.

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: 1254745

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: Elaine Ashmore

Inspectors

Katarina Djordjevic, social care regulatory inspector

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