

# 1255746

Registered provider: Homes 2 Inspire Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private organisation. It provides care for up to five children aged 11–18 who have a range of complex needs. The aim of the home is to stabilise children's lives and nurture their potential and progress to more independent living.

The manager was registered with Ofsted in June 2018.

**Inspection dates:** 19 to 20 December 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:** 14 June 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 14/06/2017      | Full            | 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          |
|--|-------------------|
| <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; and</p> <p>help each child to understand how to keep safe. (Regulation 12 (1)(2)(a)(i)(ii))</p> <p>In particular, ensure that risk assessments for all of the children contain all the required relevant up-to-date information.</p> | <p>24/01/2019</p> |
| <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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1)(2)(d))</p> <p>In particular, ensure that broken items in the home are repaired in a timely way and that the door to the education room is compliant with fire regulations.</p>   | <p>04/01/2019</p> |

## Recommendations

- Homes are required to develop and keep under review a 'statement of purpose' (regulation 16 and schedule 1). The statement of purpose should be child-focused, indicating how the home provides individualised care to meet the Quality Standards for the children in its care. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.5)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role that they play in the training and development of staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

## Inspection judgements

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

The children have good relationships with the staff. This was evident during the inspection and when talking to the children. The children said that they can talk freely to the staff and that they know that they are listened to. The children said that they are happy and that they recognise that the staff have the skills to support their individual needs. A child said, 'This place has turned my life around. I feel safe and listened to. Staff are very supportive.'

The staff support and encourage the children to engage with education. Many children did not attend school regularly before coming to this home. There are clear education plans for all of the children. Staff understand the importance of education. The manager and deputy manager work well in partnership with education professionals. Children who are reluctant to engage are supported with their individual education packages. A home tutor said, 'Consistency is key. This home supports children to learn and supports me to teach.'

The children can engage in several activities. The staff take the children out together or individually, depending on the children's needs and wishes. The staff support the children to see their families and friends. The staff know how important these relationships are for the children when they are living away from their family home. One child said that a staff member helped her to rebuild the relationship with her family. Consequently, the child has benefited from an improved family relationship and more regular visits.

There have been considerable efforts by the manager to improve the home's environment for the children since the last inspection. This is an ongoing project due to the size and the age of the home. It is evident that some areas of the home need repair, and one door was not fire compliant. This does not provide a nurturing environment for the children.

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

When a child goes missing from the home, staff follow the procedures outlined in the child's individual missing person policy and take effective action to locate the child. The staff communicate effectively with professionals, who said that they are well informed of all incidents at the home. A police officer said that they have a good working relationship with the staff and that they are informed in advance of new children coming to live at the home. These actions ensure good information sharing and they safeguard the children.

Physical intervention is only used when necessary and in accordance with the home's procedures. The staff and the manager are proactive in reducing incidents of actual harm and the risk of harm. The children receive support and are helped to safely manage their behaviour and feelings. The staff implement clear boundaries, providing the children with consistency. There is a clear and effective oversight by the manager of each incident. The staff and the children have the opportunity for debriefing after an incident to ensure that conflict is managed effectively.

The location risk assessment is comprehensive and up to date. It identifies the local amenities as well as the potential areas of risk. This risk assessment is used by the manager when considering new referrals and when assessing if the home is suitable for each child.

The manager and deputy manager liaise with the designated officer. Allegations are well managed, and investigations are completed in a timely way. This process is transparent and effective.

The manager and staff address any bullying behaviour. Children understand that their safety and well-being are taken very seriously. Any unkind behaviours are challenged and discussed. Direct work with the children educates the children about what is acceptable behaviour and the impact that behaviour has on others. The home has an incentive scheme, and the children enjoy being able to earn extra pocket money and treats. This helps and encourages the children to build positive relationships with each other.

Comprehensive impact risk assessments are undertaken. Risk assessments are also in place for each child and consider their individual needs. However, important information was missing from two risk assessments. This fails to ensure that any new risks and actions to follow are clearly understood by staff.

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

The manager has been registered with Ofsted since June 2018. She is suitably experienced and skilled and is progressing towards completion of a level 5 qualification. The manager is well supported by her deputy manager and dedicated staff team.

New staff have a suitable induction. The staff said that they are well supported by the

team and by the managers. There have been some changes within the senior management team. However, this has not had an impact on the home and the progress of the children.

There has been a period of instability since the last inspection, as several children have moved on from the home. Some of these moves were planned. However, some placements ended sooner than planned due to the high level of risk. The manager has undertaken case studies in relation to the children who have moved on, and this learning will inform future referrals to the home. This demonstrates good reflection and management oversight. The manager and the staff have a clear objective to ensure that children settle into the home in line with their care plans.

Internal and external monitoring are effective. The manager seeks views from external professionals and others working closely with the home. These views provide an objective perspective of the home and contribute to its ongoing development. The manager is clear about how she would like the home to progress and knows the areas that require ongoing development. She is positive about the support that she receives from the organisation.

Staff meetings take place, as well as appraisals and supervisions. The manager oversees these regularly to ensure that they are taking place regularly. If there are gaps or lapses, these are addressed by the manager. Staff are provided with regular training and all mandatory training is up to date. However, the staff would benefit from further training tailored to the specific needs of the children who currently live at the home.

The statement of purpose does not accurately show the services provided by 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:** 1255746

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

**Registered provider:** Homes 2 Inspire Limited

**Registered provider address:** 19 Elmfield Road, Bromley, Kent BR1 1LT

**Responsible individual:** Suntheep Kainth

**Registered manager:** Sanita Marshalleck

## Inspectors

Debbie Young: social care inspector

Lynne Drage: social care inspector

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