

1255745

Registered provider: Homes 2 Inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to five children and young people who have complex needs, which may include challenging behaviours and emotional needs.

The appropriately qualified manager was registered by Ofsted in August 2016, when the home was operated by a different provider. She was re-registered when the owner organisation changed in May 2017.

Inspection dates: 22 to 23 January 2019

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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: 24 January 2018

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The nurturing, homely ethos of the home stands out as being unique and extremely beneficial to young people. Young people routinely refer to staff and peers at the home as family. A young person who has successfully transitioned to semi-independent living said, 'I arrived there with no family and left with a big family.'

The majority of young people are very happy and settled. The stability of placements is particularly notable and has resulted in most young people making excellent progress. Two of the young people have lived at the home for approximately three years. A young person spoke about having many foster placements previously and wishing that the opportunity to live here had been available earlier. Young people's comments included, 'There is always someone to talk to when I'm feeling depressed or alone', and 'I like everything. This house is really good and I love the staff, and the manager especially.'

Relationships between staff and most young people are excellent. This means that most young people form strong attachments and readily accept the support and guidance provided. When young people struggle to build trusting relationships, they are supported to spend time with chosen individuals.

Education attendance and achievement is prioritised. One young person has achieved 100% attendance over the three years she has lived at this home. An education professional spoke very positively about the quality of joint-working relationships with residential staff. One professional said, 'Their work and ours has dove-tailed seamlessly. They have worked over and beyond.' Staff are proud of young people's achievements and take every opportunity to praise them. This demonstrates that young people receive outstanding support in relation to their education.

Young people have many opportunities to try new activities or take part in preferred activities. Recent opportunities include rock climbing, football training, a trip to the pantomime and basketball in a local park. All young people spoke positively about their holidays last summer. The boys enjoyed an outdoor-pursuit-based 'glamping' holiday and the girls described a luxury holiday home experience. It was evident that these holidays were planned to meet individual needs and wishes.

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

Young people feel extremely safe and well protected by the care arrangements. Well-organised risk management strategies are implemented by staff who understand individual and group vulnerabilities. The registered manager and the staff team are intuitive and recognise potentially risky situations promptly. A mental health professional made reference to a specific young person's vulnerabilities and said, 'They have responded well when there have been risk incidents. They have also worked really hard to support the young person to understand her own risk.'

Young people have become safer since moving to this home. The police reported that there have been no incidents of young people going missing from this home since 2015. A social worker described the progress for one young person: 'She was previously angry, regularly went missing and was aggressive. This young person has become polite, supportive to other residents, understands risk, no longer goes missing, makes good decisions and has massively matured.'

Effective behaviour management strategies support young people to make better decisions and start to understand their own personal triggers. Staff are trained to use physical holds to keep young people safe, which are used only as a last resort.

The effectiveness of leaders and managers: outstanding

The registered manager leads by example, sets high standards and is ambitious for young people. Highly effective management oversight means that areas for development are identified and acted on quickly.

The management team is held in high regard by staff. Comments included, 'The managers are the best.' Staff added that they could approach managers about anything. Professionals said that joint working is highly effective and they confirmed that they hold a positive view of the service. One professional said, 'If I was looking for a placement for a child, I would always recommend this home.'

The staff team is very stable, and is well trained and highly committed. Staff members understand their roles and responsibilities and work consistently together as a team. Staff strive to promote positive outcomes for young people. They know and understand young people's individual needs and provide care that is very well planned. As a result, young people develop new skills, are more self-aware and are increasingly confident and resilient.

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: 1255745

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire Limited

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

Responsible individual: Angela Muchatuta

Registered manager: Kathryn Scoltock

Inspector

Mary Timms, social care regulatory inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019