

1254308

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 operated by a private company. The home provides care for up to five young people who have social, emotional and mental health difficulties.

The manager has recently been appointed and is in the process of registering with Ofsted.

Inspection dates: 19 to 20 February 2019

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 25 and 26 October 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25 October 2017	Full	Outstanding

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 health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child's relevant plans;</p> <p>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;</p> <p>take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and</p> <p>understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv))</p> <p>This is with particular reference to ensuring that children attend necessary medical appointments, staff respond to children's health needs in relation to drug use, and ensuring that children eat healthily.</p>	30/04/2019
<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</p>	30/04/2019

<p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare.</p> <p>(Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi))</p> <p>This is with reference to staff taking appropriate action in their response to incidents, learning from incidents and taking action to ensure that such incidents are not repeated.</p>	
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p>	<p>30/04/2019</p>

feedback on the experiences of children, including complaints received.

(Regulation 13 (1)(a)(b)(2)(b)(c)(d)(g)(ii))

This refers to the need to ensure that staff levels, skills and qualifications are sufficient and do not have an impact on the safety of children. It also refers to the provider ensuring that it takes heed of complaints from others regarding its staff and managers.

Recommendations

- The home must aim to support full-time education attendance. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.14)
- The registered person should only accept placements where they are satisfied the home can meet the assessed needs of the child and they have considered the impact on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)
- Ensure all records are kept up to date and are accurate. This includes care plans, risk assessments and supervision records. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)
- Ensure that appropriate language is used within the home and on records and documents, so it does not appear institutionalised. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

This home has experienced a significant period of upheaval since the last inspection. Several young people have moved into and from the home. Numerous staff have left and there have been changes in the management of the home. This has had a considerable impact on the progress and experiences of young people living here, and on their safety and welfare. However, the recent appointments of a manager and deputy have seen a period of stability in the last few months and improvements are clearly being made in some areas.

Attendance at school has been erratic over the past year and currently is poor for some young people. One young person is attending regularly and doing well. This young person is currently doing his examinations and aspires to attend university.

Staff have not been resolute or consistent in encouraging young people to attend health appointments or in addressing identified health issues with them in key-work sessions. Some young people have a poor diet and there is a lack of challenge or support in this area.

Some young people enjoy activities and hobbies, such as singing and playing the piano, bike-rides, dancing, and going to the cinema and the park. Sometimes their attendance at lessons and clubs is not consistent and this means that the opportunities to meet with other young people and build friendships are not always utilised to their full advantage. Young people have helped raise money for charities by doing activities, such as car washes. This helps to raise their awareness of people in need.

There has been some progress in the frequency and quality of opportunities for young people to spend time with their families. Positive relationships between staff and families help to provide some consistent boundaries for young people.

Care planning is inconsistent. Some plans clearly show young people's involvement in their target-setting and evaluation of progress. Not all care plans are up to date, some show incorrect or conflicting information and others lack clarity. Records and conversations include institutionalised words, and this poor use of language is picked up by young people who also use it to describe their home and care.

Some young people who have left the home did so in a planned way, having made some good progress in their education and independence.

How well children and young people are helped and protected: requires improvement to be good

There have been several serious incidents since the last inspection. Staff responses to these incidents and their learning from them are inconsistent and poor. This means that similar incidents have occurred, putting young people at risk.

Many of these incidents highlight issues around staff sufficiency and deployment and the inconsistent monitoring of young people's behaviour by staff.

However, recently young people's behaviour has improved, incidents of damage and assaults on staff have reduced and relationships between young people and staff are more positive. Peer relationships are less positive, although staff are trying to improve these.

Some risk assessments lack clarity and contain conflicting information. This prevents a high-quality risk management response by staff.

The effectiveness of leaders and managers: requires improvement to be good

A new manager was appointed prior to Christmas and is in the process of registering

with Ofsted. This is the third manager since the last inspection. These changes, combined with a large turnover in staffing, had resulted in a decline in the care of young people. The new manager has arrested this decline and things have been improving since her appointment. Such improvements have been recognised by placing authorities and health professionals working with the home.

New staff, while bringing some different skills and experiences, are not yet qualified to the appropriate level. A team away-day has helped staff to understand their roles and this is enabling them to move forward as a team.

Staff undertake a range of training, including courses specific to the needs of young people. Supervision takes place regularly, and staff say that they feel supported by the manager. Records are made of the discussion, but targets are not always recorded or reviewed; this limits the opportunity to see progress of the staff member.

Matching of young people has been poor, resulting in a significant increase in incidents during 2018 and several young people being moved on from the home. This has improved recently, and the home is now a more stable environment. One young person commented: 'This place has brought some stability to my life.'

The provider has failed to take heed of complaints from professionals and, as a result, has not thoroughly investigated concerns about a previous member of staff.

The manager and staff have built some good relationships with other professionals and this enables them to work together to support young people. Work with a psychologist has helped improve the emotional well-being of some young people.

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: 1254308

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: post vacant

Inspector:

Judith Longden, social care inspector

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