

# 1254864

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 three young people who have social, emotional and mental health difficulties.

The manager is experienced and suitably qualified.

**Inspection dates:** 28 February to 1 March 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:** 18 October 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2017	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children make extraordinary progress in all aspects of their lives as a result of living here. Nurturing, loving and committed staff help transform the lives of the children they care for. A social worker said: 'This home knocks the spots off other residential care.'

The manager and staff recognise the importance of education, not just for learning but for the social opportunities it can provide for children. All the children have made exceptional progress in this respect. Children with no education for two years, children excluded from school and those previously on a part-time timetable all now attend 100% of their education and are achieving to a high standard. Staff are empowered to take responsibility for the children's education and there is a clearly defined relationship between staff and the schools.

Children with a history of smoking no longer smoke. This is because the staff help them to understand the risks to their health. Healthy meals and a range of physical activities also help children achieve excellent health.

The emotional well-being of children is excellent. The manager is proactive in liaising with other agencies to ensure that children have access to external support. The manager also ensures that the home environment, along with good relationships, helps children to feel supported and loved. The home feels like a family home, and this includes the home's cat which the children look after. A psychologist commented on the positive interaction between the staff, children and professionals. She stated: 'Staff communicate effectively, and this has been demonstrated in the gains this child has made. It is a really unique experience to work in a care home as dedicated as this. Without working effectively together, the gains made would simply not have been achieved.'

Staff have helped children overcome their poor self-image and lack of confidence. Children now present as assured and proud of themselves. One child participates in cheerleading classes and takes part in competitions nationally, which also increases her opportunities to socialise.

Children enjoy a range of activities. One child has a season ticket for the local football team and enjoys meeting players to get their autographs and photographs. Children support the local dog rescue centre, providing items for the market stall to raise money and walking the dogs regularly. Children enjoy each other's company and often do activities and go on holiday together. For some, a holiday is a new experience.

Staff help children to rebuild relationships with their family. They increasingly spend time with a range of family members. One child said that this was helping to build relationships, so she can eventually return home. Foster carers involved with the home said the communication is excellent. They said that staff clearly understand the child and this has helped him have a greater understanding of himself.

Children are fully involved in their care and their plans for the future. A member of staff stated: 'All children know what they are working towards and how they are going to get there.'

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

Children are now protected from harm. Children with a prolific history of going missing, drug taking, self-harm, and sexual exploitation no longer find themselves in these risky situations.

Staff involve children in reflecting on behaviour and risk, and devise strategies to help them keep themselves safe. Learning from incidents, for staff and children, is excellent. This ensures that such incidents do not occur again. The use of physical intervention is decreasing and it is now rarely used.

Relationships between children are excellent. There is no bullying. They understand that bullying is not acceptable and they are confident in raising any concerns they may have with trusted adults. Staff and children have completed training in online safety. Staff have also completed training in topics including female genital mutilation, sexual exploitation, domestic violence and harm. This helps staff protect children.

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

The manager is very experienced and has several qualifications appropriate for the role. She is undertaking the level 5 diploma to further increase her knowledge. She also understands the importance of developing the staff team, increasing its members' knowledge and skills. A social worker said: 'This is the best residential manager I have worked with in 20 years.'

Staff come from a wide range of backgrounds, bringing a wealth of experience and different skills to the role. They said that they feel part of an 'amazing team'. The support from each other and from the manager is excellent. All staff recently attended a workshop on morale and meaningfulness. This has helped them become the strong and cohesive team they are at present.

Training is excellent and geared to the needs of the children. Staff have completed courses in bereavement awareness, anxiety disorders, attachment and mental health. Supervision is regular, reflective, and provides staff with the opportunity to develop their practice further.

Work in partnership is exceptional, keeping children safe and meeting their needs. For example, one child is due to move on from the home. Staff are aware of his previous extreme anxiety and are making sure he is suitably prepared. Excellent joint work with various professionals ensures that the move is well thought out and meets his needs. This includes ensuring that there is some ongoing support for him.

## **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:** 1254864

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

**Registered provider:** Homes 2 Inspire Limited

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

**Responsible individual:** Mark Trinder

**Registered manager:** Susan Barron

### **Inspector:**

Judith Longden, social care inspector

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