

1256060

Registered provider: Homes 2 Inspire Ltd

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 in May 2017.

Inspection dates: 16 to 17 April 2019

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: 31 October 2018

Overall judgement at last inspection: good

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2018	Full	Good
18/12/2017	Full	Good

What does the children's home need to do to improve?

Recommendations

- Where children placed in a home are not participating in education because they have been excluded or are not on a school roll for some other reason, the registered person and staff must work closely with the placing authority so that the child is supported and enabled to resume full-time education as soon as possible. In the interim, the child should be supported to sustain or regain their confidence in education and be engaged in suitable structured activities. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.15)
In particular, this relates to building a full-time programme of stimulating, learning experiences to cover periods when a young person has no formal education arrangements.
- The registered person is responsible for ensuring that each child's day-to-day health and well-being needs are met. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.3)
In particular, this is to improve the monitoring of dietary intake and use evidence to inform healthcare planning on occasions when a specific need is identified.
- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)
- In particular, this relates to ensuring that a record is kept of the debrief discussions with the young person.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people benefit from the care provided in this home. Most young people make good progress from their individual starting points at the time of admission. An example of this is one young person's reintegration to formal education. Another young person has started to engage with mental health professionals, after previous resistance. An assessment of the young person's need is now achievable.

There are ample opportunities for young people to take part in planned activities and to try new experiences. They are encouraged to be physically active to maintain their good health.

Young people generally have positive relationships with staff and some build attachments over time. A young person spoke with fondness about her positive relationship with the registered manager. Comments included, 'I can talk to the manager about anything.'

The team advocates for young people's right to a full-time education programme. Staff also recognise that there are times when a slow reintroduction to education is appropriate. Staff are aspirational for young people and reinforce the benefits of achievement in education. Although staff work to engage young people during times not covered by education plans, arrangements lack structure. This has resulted in lost opportunities for young people to benefit from stimulating and learning experiences.

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

Staff understand young people's individual vulnerabilities and their vulnerabilities as a group. Safeguarding concerns are responded to promptly and appropriately. Staff work hard to ensure that young people understand potential risks. This is balanced with the need for most young people to spend some time away from the supervision of staff and develop age-appropriate independence skills.

Managers and staff recognise safeguarding concerns and act appropriately to reduce the potential for harm. A recent concern related to a young person identified as smoking cigarettes in his bedroom. The team has addressed this proactively and risk management strategies have been adjusted accordingly. A fire safety officer met with staff and the young person during the inspection, at the request of the staff team. The risk of this behaviour to other young people is taken seriously, and formal discussions with the placing team continue.

The local community police officer had a positive view of safeguarding arrangements, saying, 'I have no concerns about this home.' Staff understand how to keep young people safe. Effective communication with the police means that the staff are alerted to emerging hazards in the community.

Behaviour management strategies are well planned and are supported by training for staff. The team places an emphasis on positive reinforcement and reflective discussions, rather than reactively issuing sanctions. Physical holds are only used as a last resort, and this has been necessary only four times since the last inspection. Young people rarely go missing. Feedback from the missing person's police team confirms that the team has no identified concerns about safeguarding arrangements at this home.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced registered manager. The manager and deputy work effectively together. They know the young people well and understand their changing needs. They are confident and comfortable to challenge

external agencies in order to achieve best outcomes for young people.

The registered manager is focused on service development. She reviews service arrangements, incidents and individual care plans to assess whether there are areas to strengthen. Areas of weakness are identified in relation to recording and management oversight. There is inconsistent recording and monitoring of young people's diets. This particularly relates to situations in which there are concerns about eating patterns.

The details of conversations with young people following the use of physical intervention are not always maintained. As a result, their feedback about the physical intervention will not inform service development.

Leaders and managers work closely and effectively with external agencies. Professionals generally reflect positively on the care provided. Comments include, 'This is a good care home, which is run very well.'

Leaders and managers have made decisions to end placements, in consultation with placing authorities. These decisions are not taken lightly and are made in the best interest of individuals, or the group.

Actions have been taken to address the two requirements set at the time of the last inspection. While the home still shows signs of required maintenance, a broad programme of refurbishment and redecoration has started. At the time of the inspection, external decoration was being carried out by contracted decorators, who are undertaking full redecoration of the home after the Easter holidays.

In light of the requirement relating to placement plans, the home has very recently introduced a new electronic recording and planning system. While this is very much work in progress, the strengthening of placement plans is an integral change. The full effectiveness of this electronic system, and the change and improvement, will be monitored at the next inspection.

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: 1256060

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire Ltd

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

Responsible individual: Angela Muchatuta

Registered manager: Joanne Webb

Inspector:

Mary Timms, social care inspector

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