

# 1256610

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 and accommodation for up to three children. A private company operates the home.

The manager has submitted her application to be registered to Ofsted.

**Inspection dates:** 14 to 15 October 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:** 5 December 2018

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2018	Full	Requires improvement to be good
24/08/2017	Full	Good

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

### **Recommendations**

- Ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

## Inspection judgements

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

All children receive high-quality care and support. Their experiences are positive and they have made clear progress since the last inspection. This is as a result of the consistent, nurturing care provided by staff, who are led by a highly effective manager.

Education, health and well-being outcomes for children have improved significantly. Staff ensure that children are well prepared for their school day. The attendance rate for one child has improved from 50% to 90% from one academic year to the next. Children develop a better understanding of the benefits of going to school and achieving qualifications. They have higher aspirations for their futures.

As children's behaviour stabilises, they become happier. A social worker confirmed this progress by stating that a child's 'attitude and demeanour have improved massively. She is getting consistency. She is able to talk, instead of scream and shout at people. If she gets angry now, she is able to articulate it. She is flourishing.'

Children's voices are listened to. There is a clear flow of information between manager, staff, children and professionals. Because children see staff acting on their requests, they are more engaged with the life of the home. Children have played a big part in the complete redecoration of the home. It is now light, bright, modern and fun. As a consequence, children feel at home and feel that they belong.

Children have positive experiences of arriving at or moving on from the home. This area was identified as a shortfall at the last inspection. From the moment a young person arrives, staff try their best to make that young person feel at home, recognising that this can be an extremely difficult time in a child's life. When children are ready to move on from the home, they are supported well to make that next step.

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

Children feel safe and are safe in this home. None of the children are engaged in any risk-taking behaviour. They have the confidence to speak to staff if they have any worries, for instance about social media. Staff understand how to act on those concerns and what to do to keep children safe.

Staff understand their safeguarding responsibilities and feel confident about raising any concerns with managers and senior managers. They are confident in the whistleblowing process. Following discussion with the local authority designated person, the provider competently investigates any concerns about members of staff. This ensures that poor practice is addressed.

Behaviour is well managed. Some children who, in the past, have shown behaviour that is difficult to manage are now better able to regulate their feelings. This is because they have warm relationships with staff, feel settled and feel listened to. There has been no

use of physical intervention in the home for several months. When physical intervention is required, it is used appropriately and is recorded and evaluated by managers. Physical intervention records were identified as a shortfall at the last inspection. The records have improved.

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

There have been significant changes to the leadership and management of the home. A new manager has enthused the staff team and children with energy and ambition. She has been instrumental in improving the day-to-day routines of the home. Rules and boundaries are now sensitively enforced. As a result, children feel safer and more secure. The manager has created an environment in which everyone wants the best for the children.

Professionals and families agree that there has been a big improvement in communication. Partnership working, which was identified as a shortfall at the previous inspection, is excellent. This contributes to the positive outcomes that children achieve. On the majority of occasions, safer recruitment guidelines are followed when new staff are employed. However, it is not clear how a potential risk identified during the recruitment process was assessed on one occasion. Although the manager followed appropriate procedures, there is no written record of this to demonstrate how she ensured that only suitable people have contact with children.

Staff are well supported. They work as a team and provide continuity of care to the children. These two areas were identified as shortfalls at the last inspection. Practice in these areas has improved dramatically. Staff have access to appropriate training that meets their developmental needs, as well as the needs of the children. Staff receive regular supervision and team meetings have increased in frequency to ensure that communication is effective. Communication within the staff team, which was also identified as a shortfall at the last inspection, has improved significantly.

All other shortfalls identified at the last inspection are met. Documentation is improved, Ofsted is kept better updated and the functioning of the home is markedly improved. The manager understands the strengths and weaknesses of the home. There are effective internal monitoring systems. Having achieved such significant improvements in a short space of time, the manager understands that she and the staff team need to strengthen and sustain these changes.

## **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 difference 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:** 1256610

**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:** Post vacant

**Registered manager:** Post vacant

## Inspector(s)

Catherine Honey, social care inspector

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