

1256404

Registered provider: Homes 2 Inspire Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by an independent provider. It is registered with Ofsted to provide care and accommodation for up to five children and young people who may be experiencing behavioural, emotional and social difficulties.

Inspection dates: 11 to 12 February 2020

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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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: 12 March 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2019	Interim	Sustained effectiveness
16/08/2018	Full	Outstanding
13/02/2018	Interim	Improved effectiveness
03/08/2017	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The high-quality care that young people receive promotes excellent outcomes. Young people who have recently moved into the home have quickly developed positive relationships with staff and their peers. They have been well supported at the beginning of their placements and are already making excellent progress. An independent reviewing officer, who reviews several young people living at the home, said, 'There is phenomenal progress. I don't want [the young people] to be anywhere else.'

The members of the staff team use their knowledge, skills and experience to meet the needs of the young people in a nurturing manner. Staff morale is high and there is stability within the staff team. A young person said, '[Staff] helped change my life around so that I can have a good future, and a happy life.'

Excellent care planning with clear and detailed objective setting ensures that young people's goals and targets are well known by staff and managers. Progress is regularly reviewed, ensuring that care plans remain relevant and effective. As a result, young people make excellent progress.

Young people engage in regular activities, both inside and outside the home. They have better self-esteem as a result. Young people have a wide variety of opportunities. For example, they enjoy holidays, singing lessons and horse-riding lessons, as well as volunteering opportunities.

Managers have recently integrated a research-based theoretical model into the home. This has been successful and the impact of using this model is positive. Staff talk passionately about how they are now approaching difficult conversations with young people or using their new skills to support young people in a different way. Using the new approach has helped improve young people's lives. For example, young people have been able to overcome anxieties that had prevented them from going to the dentist, participating in education meetings and even getting up in the morning.

Staff work very well with a range of other agencies to secure improved outcomes for young people. Feedback from all stakeholders is extremely positive. Young people's emotional health improves significantly as a result of a coordinated approach between the home and community health resources. Regular consultation meetings between staff and mental health specialists are used to review and adapt plans so that young people continue to make progress.

Young people, many of whom had poor educational attendance prior to coming to the home, make good and in some cases exceptional progress educationally. This progress significantly enhances their life chances. Young people are increasingly ambitious. They have realistic plans for further education and employment.

Transitions are carefully thought through. Some young people have lived at the home for a number of years and are moving towards living semi-independently. The manager makes careful decisions about each transition that are in the best interests of all young people. Staff support young people to make as positive a transition as possible. For example, staff have received training that helps them to understand the feelings of loss a young person might feel when moving on from the home.

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

The staff team provides a stable environment in which young people feel safe, nurtured and secure. Risk assessments are well written and are in depth. The staff maintain consistent boundaries and expectations. This helps young people to know what to expect and to develop their sense of emotional security and stability.

Staff work hard to ensure that young people engage with them about their own safety, particularly if they feel they are at risk of injuring themselves. Staff are caring and nurturing in their approach. They use guidance from external specialist agencies to help keep young people safe. This ensures that young people's safety is at the forefront of staff practice.

The staff continually use positive reinforcement during their interactions with young people. They talk to young people about their improved behaviours and focus on these. This approach helps young people to manage and reflect on their negative behaviour. Overall, staff manage young people's concerning behaviours well. At times, the dynamics of the group have provided challenge. However, for the majority of young people, their behaviour improves over time. Young people do not go missing from the home regularly, although staff understand the dangers to young people if they did go missing from care. Incidents of poor behaviour are infrequent. When they do happen, situations are managed well. Following any concerning incident, a good-quality debrief takes place with young people and staff to help everyone understand how the situation could be avoided in the future.

On occasion, staff work alone with young people. Lone-working risk assessments are in place but are not updated regularly. Therefore, strategies to help support staff may not be clear.

The effectiveness of leaders and managers: outstanding

There are two registered managers in post. They are both suitably qualified and experienced. The members of the management team lead the home well. They are ambitious for young people and want the best for them. Managers are very well supported by an established staff team.

Staff training and the further development of the staff team are of great importance to the managers. The staff receive training that is inspiring and innovative. A large number of staff have obtained the required qualification for residential childcare workers. This means that young people are cared for by a skilled and well-qualified

team. A young person said that staff 'are family, my crazy family'. Staff receive excellent support. Regular team meetings and one-to-one supervisions enable staff to reflect on practice.

The managers work effectively with partner agencies to help young people make progress. They are a strong voice for young people. They are not afraid to challenge other agencies if they believe young people could receive a better service. Young people receive very good care and support because the managers constantly evaluate the quality of care.

The manager and staff listen to young people intently and this helps develop the strong relationships that are fundamental to the progress young people make. Young people are fully involved in the running of the home. Their views are sought and taken into account on a daily basis.

Although it does not present a significant risk to young people, a poorly maintained access road to the home does not promote a welcoming environment to young people, staff and visitors.

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

Recommendations

- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1) This specifically relates to ensuring the access lane to the home is well maintained.
- If it is likely that there might only be one member of staff on duty at any time the manager should make a formal assessment of the implications for children's care, including any likely risks. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.18)
- The registered person is responsible for maintaining good employment practice. They must 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)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1256404

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: Kelly Gliszczynski

Registered managers: Matthew Earnshaw and Holly Stringfellow

Inspector(s)

Catherine Honey, Social Care Inspector

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