

1240801

Inspire Children's Services

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private company. It is registered to provide care and accommodation for up to three children. The home specialises in caring for children who may have been, or who are, experiencing emotional and/or behavioural difficulties.

There is a registered manager in post. She registered with Ofsted in July 2020.

Inspection date: 3 February 2021

This monitoring visit

Routine inspection activity is currently suspended because of the COVID-19 (coronavirus) pandemic. This monitoring visit was carried out in line with Ofsted's procedures for monitoring services during such periods of suspended routine inspection activity, due to concerns about the safety of children.

During this visit, inspectors identified shortfalls in safeguarding practices and procedures in the home. The registered manager and staff do not appropriately respond to incidents that occur, nor do they implement effective strategies to safeguard and protect the children living in the home. In addition, Ofsted has not been notified in a timely way about all serious events. This means the regulator is unable to monitor and review the safeguarding of children and ensure that it responds to any regulatory shortfalls.

Children reported that the home has changed in the last few months. Children identified individual staff members who they felt could keep them safe. However, children said that they did not feel that all the staff 'listened to them' or were 'kind to them' or showed them that they 'cared'. Children told inspectors that they had seen some staff verbally berating other children and some staff instigating incidents of intervention and making inappropriate 'hand gestures' and 'laughing at other children'. Children said that this made them feel 'sad' and 'unsettled'. This is of

significant importance as some children have lived at the home for a long period of time.

From October 2020, there has been a significant increase in physical interventions used in the home. During a number of these incidents of physical intervention, children have raised concerns that they had sustained an injury or had been manhandled by some staff. It is clear that limited action was taken following the incidents, and that all appropriate professionals were not notified. This fails to safeguard all involved.

During the debrief sessions held with children following some incidents of physical intervention, they had reiterated their concerns to staff about the injuries they had sustained. However, some staff reprimanded children for making accusations and informed them that injuries can be caused by interventions. The registered manager failed to examine the records and consider whether effective action had been taken. She did not refer allegations to the designated officer, suitably consider the complaints raised by children or take appropriate action to protect children. This is a breach of the company's own policies and procedures and does not ensure that the safety and well-being of children is paramount.

Impact assessments do not demonstrate that the registered manager has carefully considered the needs of children moving into the home and their risks and if staff have the skills and training to be able to safely support children. Consequently, children are not supported by a staff team that clearly understands their needs. Records in the home, including team minutes and staff supervision records, demonstrate that staff are not consistent in their approach to children, which contributes towards children feeling unsettled and presenting with self-injurious behaviours.

Children raised concerns that staff have undertaken room searches without their knowledge. Staff confirmed that searches were conducted to ensure that children were safe. However, room search documentation was not completed and staff had not followed the home's own policies and procedures by completing all required documentation. This was discussed with the registered manager, who had also not had a clear overview of all incidents and had not taken opportunities to reflect on practices within the home and if any further safe strategies needed to be considered.

Children do not always benefit from clear and consistent boundaries in the staff's approach to managing their behaviour. The inconsistency in staff practice is creating uncertainty and anxiety for children, because they have become unsure of the rules and expectations of the home. Furthermore, behaviour management records also demonstrate inconsistencies in staff practice. For example, some records did not evaluate the effectiveness of the measure used or consider the punitive approach used to manage children's behaviours.

The environment is not well maintained and does not provide a homely environment for children. A requirement in relation to this was raised at the previous inspection.

The registered manager failed to demonstrate that care practice is safe. The registered manager is not consistently reviewing records to support effective oversight and challenge of practice. The inspectors found that risk assessments, complaints, physical intervention records and medication records omitted vital information or provided conflicting information without challenge. This reduces accountability and fails to safeguard all involved. The registered manager reported that she was not aware of the extent of the safeguarding concerns identified at the visit but accepted that she had not closely monitored or addressed staff practice in the home.

During the visit, significant concerns about safeguarding practices in the home were discussed with the responsible individual and service manager. Immediate action was taken to undertake a full investigation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2019	Full	Good
19/06/2018	Full	Good
04/10/2017	Full	Good
01/12/2016	Full	Good

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. —</p> <p>(Regulation 6 (1)(a)(b) (2)(c))</p>	22 March 2021
<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 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>	22 March 2021

<p>manage relationships between children to prevent them from harming each other; 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; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies;</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm;</p> <p>that the premises used for the purposes of the home are located so that children are effectively safeguarded;</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(c)(d)(e))</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>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</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>22 March 2021</p>

<p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(h))</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(c))</p>	22 March 2021
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1))</p>	22 March 2021
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>	22 March 2021
<p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>The registered person must ensure that—</p>	22 March 2021

<p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ('the user'), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p>	<p>22 March 2021</p>

<p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	22 March 2021

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1240801

Provision sub-type: Children's home

Registered provider: Inspire Children's Services

Registered provider address: Unit 3 Craig Court, Standish Street, St Helens,
Merseyside WA10 1GJ

Responsible individual: Paul Keogh

Registered manager: Holly Henry

Inspectors

Michelle Edge, Social Care Regulatory Inspection Manager
Genevieve O'Reilly, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021