

1256367

Registered provider: Homes 2 Inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company that is owned and operated by a national charity. It provides care for up to five children with complex behaviours and emotional difficulties.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 11 December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 7 to 8 July 2021

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 requires improvement to be good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 August 2019

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2019	Full	Good
28/02/2019	Interim	Declined in effectiveness
01/05/2018	Full	Good
16/01/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children who have previously found it difficult to attend education, have made good progress. One child has been able to do some exams a year early, despite the COVID-19 pandemic, and is now planning to go to college. Older children are helped to explore potential careers through work experience. Some children have also secured part-time jobs.

Children have taken part in a wide range of activities. Now that pandemic restrictions are being lifted, children are excited about activity plans, including a holiday. There are times when children become frustrated because staff are not available for activities. The organisation is aware of this and has plans in place to implement more flexible staffing arrangements, so that children's individual needs can be better met.

When children are admitted into the home, the process is smooth. Children say that they are made to feel welcome and that they are supported well. One child has recently moved out successfully and become independent after living at the home for a number of years.

The house is a pleasant place for the children to live. It provides space for relaxation, enjoyment and play.

Some children have some very good relationships with staff. One-to-one sessions help children to explore their worries and problems. However, some children say they do not fully trust in staff. This is because there have been some occasions when staff members have not acted in a professional manner. Children have also raised concerns that they have overheard staff conversations about other children. The concerns of the children about this issue have not yet been addressed. However, the organisation is committed to putting this right and has plans to resolve the matter.

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

Children are safe. There are some examples of children engaging well with staff so that they learn how to reduce their vulnerability in the home and in the community.

Children who go missing are very well protected by staff. Staff keep in touch with children when they are out, search for them if their whereabouts are not known and work with other professionals well to encourage their safe return. One social worker said: 'I cannot believe the checks and the support they put in.' Staff managed some very difficult situations well. As a result, children have been kept safe.

There are some very positive working relationships with other professionals. For example, the manager has responded positively to some suggestions from the

police. As a result, staff have recently received some training in the use of 'non-blaming' language when children are at risk of being exploited.

Staff training is good in relation to safeguarding children. Staff know what to do when a safeguarding situation arises and fully understand their safeguarding responsibilities.

The effectiveness of leaders and managers: requires improvement to be good

There have been some performance issues within the staff team, including incidents in which staff have not maintained appropriate levels of professionalism. The management response to these issues has not been strong enough. Although managers have taken some actions, they have not ensured that children have been kept updated. Managers have not reassured children that their concerns are taken seriously. As a result, some children have lost faith in some staff and management. One child told the inspector: 'There is no point in complaining because nobody listens.' Other children feel very well supported and say that they have strong, trusting relationships with staff.

A new manager started in April 2021. He is energetic, enthusiastic and has good plans to make sure that children feel listened to. Staff feel very confident in his management. He has already introduced a children's advocate who is establishing supportive relationships with the children. Small changes have already been made in the home as a direct result of listening to children. This is an improving picture.

Staff are well-trained. Most have achieved the required qualification. However, staff supervision lacks structure and does not always provide staff with comprehensive feedback on their performance. As a result, supervision is not used effectively to help staff to improve their practice.

There are times when there are two staff on duty with the current group of five children. Staff report that this can hinder the quality of care. There has been an isolated occasion when staff could not look for a child who was missing because they needed to look after remaining residents. The organisation is aware of this issue and has plans in place to improve staffing arrangements. However, the issue was previously identified at the last assurance visit in 2020, so there has been a delay in making the necessary improvements.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>strive to gain each child's respect and trust;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same.</p> <p>(Regulation 11 (1)(a)(b)(c) (2)(a)(i)(viii)(x))</p> <p>This is in relation to incidents of unprofessional conduct by staff.</p>	<p>12/08/2021</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>12/08/2021</p>

ensure that the home has sufficient staff to provide care for each child;

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.

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(d)(f)(h))

This is in relation to management responses to children's concerns about staff conduct. This is also in relation to staff ratios.

Recommendations

- The registered person should ensure that staff respect children's privacy and support other children to do so. This is in relation to children overhearing conversations between staff about other children. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.17)
- The registered person should ensure that staff encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without fear that this will result in any adverse consequences. Regulation 39 sets out the requirements on the registered person to have a complaints procedure. Children must be made aware of this procedure and be reminded of it where necessary. This is in relation to children not feeling confident in the complaint's procedure. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.13)
- The registered person should ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. This is in relation to poor quality supervision and the performance management of staff. ('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: 1256367

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire Limited

Registered provider address: Lumonics House, Valiant Office Suites, Valley Drive, Swift Valley Industrial Estate, Rugby CV21 1TQ

Responsible individual: Steven Brown

Registered manager: Post vacant

Inspector

Caroline Brailsford, Social Care Inspector

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