

1278708

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. The home is a solo placement caring for one child or young person who has complex needs, which may include challenging behaviours and emotional needs. The experienced, qualified manager was registered in March 2021.

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 3 February 2021 to carry out a monitoring visit. The report is published on our website.

Inspection dates: 18 to 19 August 2021

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	good
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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: 23 October 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/10/2019	Full	Good
29/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This home is registered to care for one child. The child has made exceptional progress since living at this home. The child has benefited from a long-term, stable placement. One parent said: 'We have to praise staff, they have kept her safe and continued to care for her despite her challenges, they have never given up on her, and many others would.' Despite some staffing challenges, the resilience and commitment of the small core staff team have been central to providing the stability the child has needed. Staff are extremely nurturing and positive in their care of the child. As a result, she feels loved and over time has formed trusting relationships with staff.

The child has been supported to make life-changing progression. Staff have worked closely with involved professionals for one child, who was subject to restrictions on their liberty. This child was helped to take well-considered risks, for example providing opportunities to have free time in the community. This was well considered, and the risk assessment was completed meticulously. One social worker said: 'They are supporting [child] to make progression that we didn't think was possible. So many providers do not take this approach to risk and it's refreshing to see.'

Children are supported to keep in contact with family, friends and others who are important to them. Staff promote and fully support children to maintain these crucial relationships. One child struggled to maintain a positive relationship with her family. The team has helped the child to rekindle this relationship and now the child is looking forward to having a family holiday. This is something she has not been able to enjoy for several years. This is outstanding progress.

Children are helped by staff to understand the importance of education and employment. One child has recently completed her exams. Following this, she was supported by staff to write her curriculum vitae. She has now been successful in her application to care for the elderly and secured a college place. The child said: 'I'm looking forward to being able to care for the elderly with respect and dignity, like staff have cared for me.' The team supports children to be aspirational and believe in themselves, and to develop independence and self-esteem.

Children are supported to lead healthy lifestyles and to access the healthcare support they need. This includes more specialist support and services. A child who previously struggled to manage a specific health condition has been supported to transform her approach to this. This is likely to have long-term, positive health implications for her.

The home environment reflects the very nurturing care that staff offer children. It is warm and inviting. Children are encouraged and supported to personalise their rooms. However, a child has insufficient storage for all her clothing.

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

Staff understand the child's risks. They provide skilled care and support to ensure the safety of the child. Children's risk assessments are thorough and comprehensive. The format of these assessments means that information is clear, detailed and provides staff with the guidance they need to provide safe care.

Children rarely go missing from care. For one child, missing from care was previously an identified high risk. A consistent approach by staff to preventing child going missing and managing behaviour has led to a significant reduction in concerning and higher risk behaviours, such as missing from care. If this does occur, clear protocols ensure a quick and appropriate response from staff and other agencies. Staff regularly review and update key documents to address any new risks or concerns, and this means they are always ready to respond to new concerns or risks.

Staff rarely use physical intervention to manage children's behaviour. Instead, good communication, compromise and nurturing care promote positive behaviour management. When physical interventions have been used, they are well managed and thoroughly recorded. Each incident is carefully reviewed and evaluated by managers. This ensures that lessons are learned so that future incidents can be avoided.

Children are confident in making complaints. Complaints made by children are promptly and appropriately addressed. Managers acknowledge any complaint made by a child and follow this up with a letter to the child. Any complaints are thoroughly investigated and concluded. The manager writes to the child outlining the outcome of the investigation process. This means children know they are listened to and taken seriously.

Staff understand children's vulnerabilities and ensure consistent and clear boundaries are maintained. Consequently, children learn to understand and manage their own behaviour better. They demonstrate an insight into the concerning behaviours they previously displayed and have alternative ways to express their frustrations and powerful emotions.

The requirement previously set in relation to medication has been met. Procedures and monitoring processes for the administration, handling, recording and safekeeping of medication are thoroughly embedded in the home. All staff are trained in medication and complete competency assessments to assess their skills and abilities in this area.

The effectiveness of leaders and managers: good

The registered manager has worked within residential settings for many years. He has the skills, qualifications and experience necessary for the role. He is supported by a strong, committed deputy manager, who shares his passion, vision and

aspirations for the home. The staff are dedicated and committed and have high expectations for the child to achieve to her full potential.

Members of the management team understand the strengths and weakness of the home. They act quickly to address any shortfalls or areas for development. They are organised and have embedded effective monitoring and review systems. This has been key to developing the team and the smooth running of the home overall.

Staff receive regular formal and informal supervision. They report feeling part of a 'family' and they are committed to improving outcomes for the child in their care. One staff member said: 'I honestly couldn't ask for more supportive and understanding managers, they really are the best.' This has supported the staff to remain positive in their approach to their care practice. Staff morale is high despite some staffing challenges. This is a result of strong and consistent leadership and management.

Staff receive good training to ensure that they have the necessary skills and competencies for their roles. A detailed induction process enables staff to shadow more experienced staff, and to read files, policies and procedures. This provides new staff with a safe and well-planned induction to the home and to the child living there.

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.

Recommendation

- Children should be provided with appropriate furniture, such as a lockable cabinet or drawers to securely store personal items, including any personal information. ('Guide to Children's homes regulations including the quality standards', page 16, paragraph 3.19). This particularly relates to one child requiring additional storage for clothing.

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: 1278708

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: Daniel Thompson

Inspector

Zoey Lee, Social Care Inspector

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