

1228191

Registered provider: Aspireone Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides emergency, medium and long-term placements for two children aged between eight and 18 years old who have come from a variety of situations, backgrounds and experiences, and who have a range of complex needs.

The registered manager has been registered with Ofsted since October 2019. He is suitably experienced and qualified.

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.

Inspection dates: 16 to 17 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	outstanding
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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: 3 December 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2019	Full	Outstanding
23/10/2018	Full	Good
07/03/2018	Interim	Sustained effectiveness
19/09/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Two children currently live in the home. Since the last inspection, one child has moved out.

Children have fantastic relationships with staff. For example, one child said that all staff were great and that he likes them all. Another child told the inspector that staff were brilliant. Children share humorous banter and affection with staff. This contributes to the home being a fun and nurturing place for children to live.

Staff are dedicated in caring for children, and they know them extremely well. Children trust staff. Children are comfortable to talk to staff about any worries that they may have. This means that children can seek support, help and reassurance, when they need it.

To compliment this, children are supported to access independent advocates, when they need to. This means that children can talk to someone who is independent of the home. This helps to safeguard children and ensures that they are given every opportunity to express their views and opinions. Since the last inspection, children have not made any complaints, and they feel their voices are heard.

Staff are committed to providing children with new experiences. Children take part in several activities outside of the home. For example, one child has recently enjoyed an adventure weekend where he took part in a thrill-seeking activity. Another child has attended his first football match and is now a proud season ticket holder. In addition, children are members of the army cadets and of a local skateboard park. The manager is motivated to provide children with activities that are not only fun but provide a sense of achievement.

Managers and staff have embedded a culture of acceptance with staff role modelling positive and inclusive behaviours and attitudes. They find creative ways to educate children about inclusion. For example, children and staff have taken part in several charity events. The children enjoy these events and feel proud that they have helped others.

Staff understand the importance of family and will go above and beyond to support family time. For example, staff travel out of city to bring children's families to the home for their contact with their child. One parent told the inspector that the home has been brilliant with facilitating their contact with their child and that they enjoy coming there to see their child. Another parent told the inspector that she could not fault staff and would give them a 10 out of 10. This helps children to maintain positive relationship with those closest to them.

During the inspection, children were proud to show the inspector around the home and wanted to show off their bedrooms. Children's bedrooms have been personalised. For example, one child loves super cars, and he has a mural of his favourite car on his bedroom wall. Children take pride in the home, which contributes to children feeling settled and happy living there.

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

Staff work hard to keep children safe. Risk assessments and behavioural support plans are comprehensive and are thorough. They provide highly effective guidance to staff about how to manage risks. As a result, staff are confident and are able to protect children.

Staff are creative when completing direct work sessions with children. Staff use different methods and styles to support children to make safe choices. Sessions are informed by research and are individual and relevant to each child's needs. For example, staff have used children's interests in fishing as a platform for children to talk about their past experiences.

The manager and the staff work with children in order that they learn the skills to keep themselves safe. When appropriate, children are given opportunities to put this learning into practice and take measured risks. For example, one child is working towards increased time out in the community. This approach allows children to safely develop the skills, the knowledge and the confidence to keep themselves safe.

Safeguarding incidents in the home are low. This is because the staff know the children extremely well. Staff can pre-empt challenging behaviours and use de-escalation techniques successfully. Children and staff work alongside external professionals, such as the National Society for the Prevention of Cruelty to children (NSPCC) which provides additional guidance in keeping children safe. This level of input contributes to staff being confident in responding to incidents.

Staff are consistent in their approach to children who display challenging behaviours. They understand children's emotional needs, and the reasons behind their behaviours. Staff work closely with the in-house therapist who provides them with a wide range of strategies to support children. Physical restraint is rarely used in the home, and children are increasingly learning how to regulate their feelings in a safe manner.

Managers and staff respond quickly and proactively when children are missing from the home. Staff follow protocols, and the recording of the incident is thorough. Staff work effectively with other professionals, such as the police, to ensure that children return home safely. A police officer who works with the home informed the inspector that the support to children has been exceptional.

Staff take steps to keep children safe from online risks. For example, staff have internet restrictions in place, and they closely supervise children when children are

using devices. Staff provide education to children around online safety. This prepares children with the knowledge and the understanding to make safe choices when using the internet.

The effectiveness of leaders and managers: outstanding

The registered manager has been in post since October 2019. He is experienced and provides strong leadership to the team. He is supported by an equally experienced deputy manager who shares his passion to provide children with outstanding care.

The registered manager knows the strengths and the weakness of the home. He continually makes improvements to raise standards. This includes having an extensive monitoring and reviewing system in place that explores ways of improving and developing the best outcomes for the children.

The staff team is stable and committed to its role. Staff are passionate and animated about the children. Staff work hard to ensure that children receive positive outcomes. One member of staff informed the inspector that the staff team will go to great lengths to support children. For example, staff will cover extra shifts rather than use agency staff.

Staff speak highly of the registered manager and view him as being very supportive. The registered manager's positive leadership skills promote a culture within the home that keeps children's needs at the forefront. The registered manager ensures that all staff have access to regular supervision sessions, appraisals and team meetings. This allows staff to discuss and to reflect upon children's progress and their own development. This supports staff to be reflective practitioners.

Staff have access to training that continually improves their practice. This has been beneficial in preparing staff to meet children's specific needs. For example, staff have attended attachment and trauma training and sexualised behaviours training. This means staff develop and enhance their skills to meet children's needs. This has a positive impact on the quality of care that children receive.

Professionals are complimentary of the home. They highlight strong partnership working and communication. Professionals recognise that children make progress because of the care that staff provide. One social worker said, 'The home has an excellent understanding of her child's needs.' Another social worker informed the inspector that the progress her child has made has been excellent.

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: 1228191

Provision sub-type: Children's home

Registered provider: Aspireone Care Limited

Registered provider address: 4 Lyme Drive, Lyme Vale Court, Parklands, Stoke-On-Trent, Staffordshire ST4 6NW

Responsible individual: Kalvinder Bains

Registered manager: Gary Massey

Inspector

Lydia Isaac, Social Care Inspector

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