

1256135

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 is registered to care for up to three children with complex needs who have experienced trauma and loss.

There is no registered manager at this home. The post has been vacant since November 2020. The current manager started working in the home in June 2021 and has applied to register with Ofsted.

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 30 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 17 to 18 August 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 24 February 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: In October 2020, Ofsted took the

decision to reduce the number of children the home could care for from five to three and issued a compliance notice under regulation 13.

In November 2020, a monitoring visit identified that children were not safe in the home. As a result of the significant concerns identified, Ofsted made the decision to issue a notice to suspend the registration of this home. This took immediate effect, running from 4 November 2020 until 26 January 2021.

On 19 January 2021, a further monitoring visit took place. The visit found that the provider had continued to comply with the suspension notice. The provider decided not to admit children until the senior managers' action plan was implemented.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2020	Full	Good
04/02/2019	Interim	Improved effectiveness
24/04/2018	Full	Good
30/11/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The home closed for a period of time for refurbishment, staff reflection and training. The home reopened in April 2021. Two requirements from the previous inspection, under regulation 6 and regulation 12, have not been fully met and are therefore restated.

One child spent only a few months living in the home before moving on. Despite staff's best efforts and good partnership working, the child was missing from the home much of the time. This had an impact on his progress and development. For example, he did not attend school or health appointments.

Another child has recently moved into the home. She has lived there for about six weeks and moved into the home after a stay in hospital. A social work manager told the inspector that, 'The move was managed well.' In-depth meetings took place between professionals and this effective information-sharing helped the child to settle quickly. The child was able to start to build up good relationships with staff before she moved in as they visited her each day in hospital and wrote her daily letters. This helped the child to understand that she is cared for.

Despite the good planning and partnership working, staff have not yet undergone all the necessary training to help them to fully support the child. For example, the child has some complex health needs but staff have not yet received training around these. Training is booked to take place shortly.

The home has a new kitchen and has been redecorated. However, areas of the home still require improvement. For example, the bottom half of the front door has been boarded up for several weeks and the current child's bedroom window has burn marks on it.

The current child has settled into the home and is starting to make progress. She is building good relationships with staff, which is having a positive impact on her emotional well-being.

The child likes spending time with staff as they respect her wishes and feelings. The child has enjoyed painting staff's nails, playing at the local park and going out for the first time to enjoy a cooked breakfast. This participation helps the child to build positive childhood memories.

How well children and young people are helped and protected: requires improvement to be good

Staff have not always kept the child living at the home safe. On two occasions, a member of staff did not follow the child's risk assessment. This enabled the child to

take risks that led to her hospital admission. The manager shared this concern with the designated officer and an investigation is ongoing. Furthermore, during the inspection, the inspector noticed an item that should not be accessible to the child in the home. Quick action was taken to remove this.

Child-friendly records demonstrate positively the support and guidance the child is receiving. Staff are knowledgeable about the child's care. However, this knowledge is not fully captured in the child's risk assessments. Despite this having minimal impact on the child, this omission could lead to inconsistencies in practice.

Good partnership working takes place. For example, hospital staff took part in a virtual tour of the home and discussed how risks within the home could be minimised before the child moved in. This approach has helped to keep the child safe. Weekly meetings and information-sharing have continued. This means that the child gets the right support at the right time.

Most staff have remained focused and supportive of the child's needs. Sanctions are not used as there is an ethos of learning from mistakes, moving on and celebrating the positive aspects of the day. This approach is helping the child to embrace a more positive way of thinking.

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

A new manager started working in the home in June. He has applied to register with Ofsted. The previous manager left after working in the home for a short time and did not register with Ofsted. The new manager has a clear vision for improvement and development for the future of the home. He and the deputy manager work well together and have high aspirations for the home, staff and children.

Staff are now happy in the home but spoke of a difficult journey to date. They reflected on their frustration at not being able to help one child to make progress and in the change in management arrangements. However, they now feel motivated by the new manager and his new ideas and ways of working. A member of staff commented how this new approach benefits the child in the home. This has helped to raise staff morale.

Supervisions do not take place regularly. The manager has already identified this and has an action plan to address the weakness. Despite this, staff have daily opportunities to seek support and say they feel supported.

Other shortfalls identified during the inspection included that the home's quality of care report does not capture the voice of the child and that the home's location risk assessment does not record that the home is on a busy main road. Currently, the child does not go out alone, which minimises potential risk associated with the road while the shortfall is rectified.

Staff are committed to ensuring that the child has a reliable staff team around them. Despite some staff vacancies, there is a stable staff team that is flexible so that the child receives consistent care from staff who know her well.

Managers and staff actively promote tolerance, equality and diversity within the home. Staff have helped the current child to understand and embrace her identity. For example, they are helping her to understand how to care for her skin and hair. Staff are helping the child to shop for foods to suit her diet and they are embracing some new foods, such as eating chicken feet. The child has thoroughly enjoyed staff trying these foods with her.

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—</p> <p>meet the needs of each child.</p> <p>(Regulation 6 (1)(a)(b) (2)(c)(i))</p> <p>This specifically relates to ensuring that the front door and child's bedroom window are promptly repaired.</p> <p>This requirement was raised at the previous inspection in relation to the condition of the garden and is restated.</p>	30 September 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>	30 September 2021

<p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>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 homes child protection policies.</p> <p>(Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii))</p> <p>This specifically relates to ensuring that staff follow guidance written in risk assessments to keep the child safe.</p> <p>This requirement was raised at the previous inspection in relation to staff following risk assessments and is restated.</p>	
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(a)(b))</p> <p>This specifically relates to ensuring that staff undergo the necessary training to support them in their role in working with children. Also, that staff receive regular supervision in line with the organisation's policy.</p>	<p>30 September 2021</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>are kept up to date.</p> <p>(Regulation 36 (1)(a)(b))</p> <p>This specifically relates to ensuring that children's risks are accurately reflected in their written documentation.</p>	<p>30 September 2021</p>

<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it.</p> <p>(Regulation 45 (1) (2)(b))</p> <p>This specifically relates to ensuring the review includes the opinions of children.</p>	<p>30 September 2021</p>
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>(Regulation 46 (1))</p> <p>This specifically relates to ensuring that the main road the home is located on is considered in the review.</p>	<p>30 September 2021</p>

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: 1256135

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: Matthew Earnshaw

Registered manager: Post vacant

Inspector

Louise Battersby, Social Care Inspector

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