

1252937

Registered provider: Compass Childrens Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to four children. The statement of purpose states that ongoing intensive individual attention, stability and support are provided to children who have experienced disrupted development and multiple placement moves.

The registered manager's post has been vacant since 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 2 December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

The provider refers to staff as adults and this is the term used in this report.

Inspection dates: 26 to 27 July 2021

Overall experiences and progress of children and young people, taking into account	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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 March 2020

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/03/2020	Full	Good
17/05/2018	Full	Good
23/02/2018	Interim	Not judged
24/05/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Adults help children to make good progress in the home. Children develop self-awareness and make considerable improvements in caring for themselves. They work towards independence through activities such as learning to travel alone on a bus. Adults have successfully used incentives to improve social skills and interactions with others. Children demonstrate a sensitivity to the needs of others, for example pausing television programmes that some children are too young to watch, a response once thought impossible.

Children enjoy good relationships with adults who are responsive to their needs, for example repairing a child's bicycle so that they can go and see friends who are important to them. Children are able to share their wishes and feelings with adults. As well as daily dialogue and key work with adults of their choosing, children access the complaints system. They know that senior leaders will take their complaints seriously and come back to them with a rapid response. Children behave maturely as they are confident that adults will respond to them when needed. They trust the adults to help them resolve any conflicts that arise. This means that children live in a peaceful environment.

Children benefit from adults who support them to see those individuals who are important to them. Adults are on hand afterwards to listen to children express their feelings and process their thoughts, ensuring that these are positive experiences for all.

Children enjoy a range of activities, including water-sports, bowling, cycling and visits to theme parks. They enjoy the social interaction with adults and each other. Children are respectful to members of the public and demonstrate that they are responsible members of society.

Adults focus on encouraging children to access education is a strength in this home. All children are now engaged in full-time education, including those children who have not been accessing education for a long period. Children speak positively of their learning experiences and their opportunities to gain qualifications. An education professional said, 'Adults interaction with the children is very good, and they are very supportive of school and work well with us.'

The wider structure of the organisation means that therapy is readily available to children when they need it. Children always have someone that they can talk to about their difficult and painful feelings.

Adults demonstrate a good approach to equality and diversity. For example, they plan events where children dress up and embrace a cultural experience. This has proven to be a good learning opportunity for children.

Adults support children to ensure that their routine health needs are met, for example by arranging appointments at the dentist or optician. Other health needs are not supported with the same efficiency. Adults have been slow to respond to information requested from health professionals. Adults have missed an opportunity to gain further information from education professionals, about a child's health needs, before the school closed for the summer holidays.

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

The manager acts on concerns about adults performance in relation to safeguarding. He engages with professionals to ensure children are kept safe. However, he does not always follow up on his own recommendations following an internal investigation. In one case, he did not make the necessary referral to the disclosure and barring service. In another case, he reviewed a physical restraint that he had been involved in and did not ensure that there was independent oversight of this. There is the potential for children to be at risk due to these shortfalls, even though a negative impact was not evident during the inspection.

Some safeguarding shortfalls were found in the environment, for example bleach being stored in the sleep-in room, a trailing electrical socket causing a trip hazard and no fire protection in an out-building. These were corrected during the inspection. The remedial work for the hardwire electrical installation has not been completed and there is no clear timeframe to do this. This means that the safety of the environment is not fully assured.

Adults are successful at de-escalating potential incidents. Consequently, there is minimal use of restraint. However, sanctions are poorly thought through; some are punitive, and others are disproportionate. Adults do not consider a restorative justice approach. This means that sanctions do not bring about the desired change in behaviour.

Adults support children to understand how to keep themselves safe, for example in the cyber world. Children have produced excellent presentations for adults and other children in the home, about staying safe on social media. Key adults have specific time with children to further reinforce the 'stay safe' message. Consequently, children have access to electronic devices without putting themselves at risk.

Children's safety and well-being is further enhanced by adults who create safety plans for specific emerging needs. Adults use 'my thinking' reports to help children reflect on any untoward incidents. Children consider what they were thinking and feeling before and after an incident and the impact of their behaviour on themselves as well as others. This strategy is successful and repeat incidents are rare.

On occasion, children go missing from care. The response of adults is good. They work with other professionals, including the police, to ensure children's safe return as quickly as possible.

Safer recruitment practice is adopted. The manager is aware of the need to follow up on checks when adults have lived overseas, as COVID-19 restrictions ease. Adults have managed the restrictions posed by the pandemic well and used their creative skills to create child-friendly methods to explain the pandemic.

The effectiveness of leaders and managers: good

This home is characterised by adults who are competent and motivated to support children to develop to their full potential. The manager has applied to register with Ofsted. He has identified the need to complete the therapeutic training that the home offers, as defined in the statement of purpose. He also has clear plans to provide the necessary behaviour management and first aid training.

Adults speak positively of the support that they get through the supervision process, as well as the day-to-day guidance. Senior leaders have not ensured that all adults have their performance appraised annually, including the manager. This means that there is a missed opportunity to develop adults further.

Some adults are working additional hours to cover staff shortages. Senior leaders have a workforce development plan that clearly shows that improvements to staffing levels are imminent.

Children benefit from a team of adults who are child-centred and who have clear plans to guide them. This is coupled with a culture of high expectations and ambition, which together provide the best possible environment for children to flourish. An adult said, 'It is child-centred here and all about teamwork and progressing in our profession through regular training.'

The manager uses the external monitoring provided by the independent visitor as a critical tool. These reports, together with the six-monthly reports to Ofsted, provide an oversight of progress. Managers utilise the recommendations to drive forward improvements.

Adults plan well for any new children coming to live in the home. They ensure that they assess the impact of any proposed changes for all the children who live in the home. The manager ensured that there was reflection and learning for adults, from the one placement that ended prematurely.

The manager demonstrates that he has developed relationships with other professionals at this early stage of his career. He is open to constructive criticism, advice and guidance, seeing this as part of the means to improve children's lives.

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 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 Adults—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(v))</p> <p>In particular, ensure any necessary referrals are made to the disclosure and barring service.</p>	28 July 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 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. (Regulation 12 (1)(2)(d))</p> <p>In particular, ensure the remedial work for the hardwiring is completed and certified as safe.</p>	31 August 2021
<p>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. (Regulation 19 (1))</p> <p>In particular, ensure that sanctions are proportionate and restorative and not punitive in nature.</p>	31 August 2021
<p>The health and well-being standard is that—</p>	31 August 2021

<p>the health and well-being needs of children are met. (Regulation 10 (1)(a))</p> <p>In particular, provide the requested information to health professionals.</p>	
<p>The registered person must ensure that all employees—</p> <p>have their performance and fitness to perform their roles appraised at least once every year.</p> <p>(Regulation 33 (4)(c))</p>	31 August 2021

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: 1252937

Provision sub-type: Children's home

Registered provider: Compass Childrens Homes Ltd

Registered provider address: Mountfields House, Epinal Way, Off Squirrel Way,
Loughborough LE11 3GE

Responsible individual: Rachel Ashton

Registered manager: Post vacant

Inspectors

Keith Riley, Social Care Inspector (Lead)
Sara Stoker, Social Care Inspector

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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

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