

1226397

Compass Children's Homes Limited

Monitoring visit

Information about this children's home

This home is owned and operated by a private company. It is registered to provide care for up to four children aged six to 17. The children may have faced adverse childhood experiences, trauma or placement and family breakdown.

Inspection date: 23 November 2021

This monitoring visit

This children's home was judged inadequate on 21 October 2021. As a result of the concerns about the understanding of risk and children's safety, as well as management oversight of the home, two compliance notices were issued.

This visit found that both compliance notices and nine requirements were met. Four requirements and one recommendation were not reviewed and are restated.

The provider has reviewed and strengthened their monitoring and quality assurance systems. This has included having children's risk assessments independently reviewed and introducing a further layer of quality assurance for management audits. This means that senior managers are better informed about the home. It also means managers will be better able to direct staff to act on any concerns raised by children. In addition, managers are now clearer when they notify Ofsted about any concerns. This means that the regulator has better oversight of the home.

Leaders in the home have led discussions in team meetings, staff supervisions and in group sessions about safeguarding, allegations and managing disclosures. The responsible individual has joined staff supervisions to reassure herself about staff's understanding of these areas and staff's understanding of children's risk assessments. Staff are now able to talk with confidence about what they would do in these situations and how they should keep children safe.

The manager and staff have worked hard to make the home more homely and identify any environmental risks. Staff have completed a detailed assessment of the

property that identifies areas of risk for children who ligature. While this is not a current concern, it heightens staff's awareness of the potential risks around the home and helps them keep children safe.

Where staff have shortfalls in their practice, managers have acted. This involves informal advice and guidance, and more formal plans to ensure change where needed. As a result, managers are clear with staff about the standard of care they expect for the children in their care.

Managers have ensured that there are always enough staff in the home. Children know these staff well and have good relationships with them. Staff are therefore able to care for children with detailed knowledge of their needs.

Children are attending school on time. Staff have created specific areas in the home to help children with their learning at home. They have also put in place a clear structure for children's homework time. Staff are proud of how children have embraced this change, and of their developing self-motivation.

Since the last inspection, staff have ensured that children are seeing and talking with their families in line with their plans. Staff supportively supervise these times where needed. Children are helped to share their wishes and feelings about seeing family, and staff advocate for them as needed. This means that children can safely see people who are important to them.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2021	Full	Inadequate
26/02/2020	Interim	Sustained effectiveness
22/05/2019	Full	Good
12/09/2018	Full	Requires improvement to be good

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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (d))</p> <p>In particular, managers and staff must build relationships with other professionals which promote trust in their care of children. This relates in particular, but not exclusively, to social workers and schools.</p> <p>This requirement was issued at the last inspection and is restated.</p>	5 January 2022
<p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home. (Regulation 27 (1)(a))</p> <p>In particular, the provider must employ a manager for the home who must apply to register with Ofsted without delay.</p> <p>This requirement was issued at the last inspection and is restated.</p>	5 January 2022
<p>The requirements are that —</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate</p>	5 January 2022

<p>qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma").</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home (Regulation 32 (3)(b) (4)(a) (5)(a))</p> <p>This requirement was issued at the last inspection and is restated.</p>	
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>a description of the measure and its duration;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv) (b)(i) (c))</p> <p>In particular, staff must accurately describe any physical interventions that they use. In addition, the provider must be able to provide evidence of conversations in which children and staff involved in these incidents are spoken to within the required timescale, as well as evidence of who is involved in these conversations. Managers must also make it clear who leads the conversations with staff in order to ensure objective challenge to practice.</p>	<p>5 January 2022</p>

This requirement was issued at the last inspection and is restated.	
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Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and that they understand the importance of careful, objective, and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to children's homes regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1226397

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

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

Responsible individual: Melissa Mathews

Registered manager: Bridgette Brown

Inspector

Karol Keenan, Social Care Inspector

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