

1255744

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.

The manager was registered with Ofsted in March 2020 and holds a level 5 qualification in leadership and management.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 8 and 9 December 2021

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 November 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2019	Full	Good
15/07/2019	Full	Inadequate
07/12/2018	Interim	Declined in effectiveness
01/05/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were living in the home at the time of this inspection. They have both recently moved in. Three children have moved out of the home in this inspection period. Staff provided good support for these children in line with their care plans. Where possible, staff have offered ongoing support to children to help them settle into their new home.

Children make good progress as a result of the care they receive from staff. For example, children who have moved on from the home have made progress in their education and have sat their exams. A social worker for a current child stated, 'I am surprised at the progress [the child] has made, and how much the staff have done with her to develop her own desire to make positive changes.'

Children's health improves over time due to discussions and key-work sessions with staff. For example, one child who has left the home gave up smoking and joined the gym. A current child is managing the administration of her medication on a regular basis. This has meant she has not needed to be readmitted to hospital.

Children told the inspector they liked living in the home. They scored their experience as 7 and 8 out of 10. Children were able to identify which member of staff they felt able to talk to and who they enjoy spending time with.

Children enjoy a range of activities. As the COVID-19 pandemic restrictions have lifted, children have enjoyed going fishing, shopping and going to the gym. Photos of some activities are kept in memory books for children to remind them of the fun they have.

Children have personalised their bedrooms and there is ongoing maintenance work in the home. However, managers have been too slow to escalate some of the work that needs to be completed. For example, the laundry room still has signs of damp, despite efforts made to repair this.

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

Although staff keep children safe most of the time, there have been some occasions where staff practice has not been in line with the company's expectations. For example, on one occasion staff left out a sharp object that a child used to harm themselves with. On another occasion, staff fell asleep whilst working a waking night shift. This has had an impact on children's safety.

Managers have been quick to take actions to address these events. They have worked with other professionals such as the local designated officer. Staff performance has been managed and wider staff learning has taken place. This has helped to reduce further occurrences.

Not all safer recruitment practices are followed for the recruitment of staff. For example, complete employment histories are missing, and the reasons for leaving when staff have previously worked with children or vulnerable adults have not been verified. Furthermore, it is not always clear if the person giving the reference has the authorisation from the company to do so.

When children have raised concerns, these have been investigated and staff have explained to children the actions that have been taken as a result. This has meant that children feel listened to.

Staff are attuned to children's emotions. Staff use the motto 'connection before correction'. This enables staff to build up strong relationships with children which enables them to de-escalate incidents quickly. As a result, the need for physical intervention is rare.

Children have gone missing from care. Staff are proactive, share information and actively look for children. One professional stated, 'It has been my experience that staff exceed expectations in the efforts they put into making sure our young people are safe. The intelligence gathered by staff, just through engagement with [the child], has enabled us to understand her as an individual, assess risk and ascertain what her wishes are for her future.'

Children said they feel safe at the home. Direct work with children in areas such as substance misuse and child sexual exploitation raises children's awareness to these risks and how to keep themselves safe from harm.

The effectiveness of leaders and managers: good

The registered manager and deputy manager work seamlessly together. They have a passion to drive the home forward and to make continual developments. There are already plans in place to address the shortfalls that have been identified during this inspection.

The registered manager takes a firm but fair approach to management. She quickly addresses any shortfalls in practice, but also is quick to praise good practice. For example, there is a member of staff of the month reward.

All feedback from professionals is excellent. One social worker stated that 'the communication with the home is a large part of the reason we have been able to assess and manage risk'.

Diversity is discussed and celebrated in the home. This ranges from discussions to art sessions. A range of topics are discussed such as LGBTQ+ and mental health week. This helps children to have a better understanding of the world around them.

Staff attend a range of training and complete 'learning circles'. This further supports staff's learning and development, as group learning and reflection can take place on identified topics.

All staff spoke positively about the level of support they receive. Staff supervisions are good quality. There are excellent opportunities for staff to reflect on their practice. Staff will also seek out support when they require it. However, staff supervisions are not yet taking place as regularly as company policy states. There is a clear plan in place to address this.

Children's views are at the heart of the home. There is excellent consultation with children. Views are sought and listened to. However, this is not reflected in the quality of care review as required. This is a missed opportunity for the registered manager to capture all of the positive work that takes place. Furthermore, before the most recent child moved into the home, there was a meeting between all of the children's social workers. This meeting considered if the current child would progress at the home and to agree strategies to help keep children safe. However, this is not captured within the paperwork for the child to help evidence this good work.

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 staff—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</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)(a)(v)(d))</p> <p>This specifically relates to ensuring that staff practice is in line with company's expectations and that necessary work, such as that required to the laundry room, is completed.</p>	26 January 2022
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p>	26 January 2022

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))

This particularly refers to ensuring that the full work histories are sought, and the reasons for leaving when staff have previously worked with children or vulnerable adults are verified.

Recommendations

- The registered person must ensure that they have systems in place so that all staff receive supervision as per the company policy. ('Guide to the children's homes regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person must ensure that they have a system in place which allows them to monitor the matters set out in regulation 45 at least once every six months. ('Guide to the children's homes regulations, including the quality standards', page 64, paragraph 15.2)

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: 1255744

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: Sanita Marshalleck

Registered manager: Amanda Mellings

Inspector

Louise Battersby, Social Care Inspector

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