

# 1250931

Registered provider: Compass Children's Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is owned and run by a private organisation. It provides care and accommodation for up to six children. According to its statement of purpose, the home is in the developmental stages of becoming an assessing and healing complex trauma (AHCT) residential children's home, which provides the highest quality care and substitute parenting for up to six children who experience emotional and behavioural difficulties.

At the request of the provider and the children, throughout the text of this report, the staff are referred to as the adults.

The manager has been registered with Ofsted since February 2018 and has recently returned after an extended period away from the home.

**Inspection date: 12 January 2022**

## **This monitoring visit**

This monitoring visit was carried out on site. We last visited this children's home on 5 October 2021 when a full inspection was carried out.

The focus of this visit was to follow up on concerns arising from an anonymous complaint, issues identified in the independent visitor's reports and information recorded in safeguarding notifications sent to Ofsted. In particular, the information contained in these documents raised questions regarding the management arrangements, staff sufficiency, restraint practice, medication records, health and safety and staff conduct.

In the absence of the registered manager, the responsible individual was able to provide some context for the identified issues and provide an update on what action had been taken to address them.

At the last inspection, the disruption to the management arrangements contributed to a decline in some areas of practice. To address this weakness, senior leaders strengthened the existing arrangements by putting in additional management support. This has led to noted improvements across a range of areas.

Since the last inspection in October 2021, the leaders and managers have worked hard to address the identified shortfalls. The improvement plan they have put in place by them is detailed, includes recommendations made by the independent visitor and is regularly reviewed and updated. It has also been shared with the staff team, to ensure that they know and understand what is expected of them. It also details what support and resources are available to achieve the required improvements.

On occasions where the adults' performance has fallen below what is expected, senior leaders have acted quickly to address this. This has included working closely with the designated officer, carrying out internal investigations and, where necessary, taking disciplinary action.

Over the past few months, some adults have left the service, which has led to shift shortages. However, despite this, high staffing levels have been maintained. This has been achieved by the adults agreeing to work additional hours and by using regular sessional and agency staff. Some of whom have already taken on permanent contracts. On the day of the visit, leaders and managers were also in the process of interviewing for additional staff to fill the remaining vacancies.

The presence of more senior managers in the home has been well received by both the staff and the children. Adults say that they feel listened to and are being supported to care for the children in a more positive way. The reintroduction of 'superstars' has helped the children to know what is expected of them each day. It gives them the opportunity to work towards their goals and receive little rewards.

Following a review of restraint practice in the home, all adults have received refresher training in this area. This has included looking at individual children's behaviour, identifying triggers and putting strategies in place to help them manage their emotions. Senior managers have also purchased new equipment and toys to occupy the children and adults are spending more planned time with them. As a result of this, the number of physical interventions in the home has significantly decreased.

Children's medication records contained some gaps in explanation for why medications had not been given and lacked detail about how much medication was left. Although these omissions do not appear to have affected children negatively, there is a potential risk of harm if an error should occur.

During the visit, the inspectors observed warm and nurturing relationships between the children and the adults. The children were very relaxed in the adults' company and talked excitedly about their plans for the evening. This included going to their

weekly clubs and having dinner out. The adults spoke fondly of the children. They were particularly proud of the way they had managed an outbreak of COVID-19 during the Christmas holidays which affected their plans. The children benefited from some fun post-Christmas activities, including a trip to a winter wonderland event and a ride on an open-top bus.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/10/2021	Full	Good
22/01/2020	Full	Outstanding
17/10/2018	Full	Outstanding
15/02/2018	Interim	Sustained effectiveness

## **What does the children's home need to do to improve?**

### **Recommendation**

- The registered person should ensure that prescribed medicines are only administered to the individual for whom they are prescribed. Records must be kept of the administration of all medication, which includes occasions when prescribed medication is refused. In particular, ensure that there are no gaps in the records of administration and that the remaining balance of medication is recorded. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15)

### **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:** 1250931

**Provision sub-type:** Children's home

**Registered provider:** Compass Children's Homes Limited

**Registered provider address:** 3 Rayns Way, Syston, Leicester, Leicestershire LE7 1PF

**Responsible individual:** Rachel Ashton

**Registered manager:** Lisa Simmons

## Inspectors

Amanda Harvey, Social Care Inspector  
Chris Peel, Social Care Inspector

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