

1252937

Registered provider: Compass Children's 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 post has been vacant since 11 January 2022.

Inspection dates: 26 and 27 July 2022

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	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: 26 July 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2021	Full	Good
03/03/2020	Full	Good
17/05/2018	Full	Good
23/02/2018	Interim	Not judged

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living in their home and speak fondly of the adults who care for them. Children are proud to share and celebrate their achievements at Sea Scouts, and in gymnastics and football. Children participate in a range of activities and speak excitedly about the upcoming holiday they have planned and the range of activities and adventures they will embark on over the summer.

Children are supported to learn independence skills through being involved in household tasks such as making breakfast and going to the shop for household items. Children feel listened to and they are helped to make choices about their care. Staff advocate strongly for children and, in one example, they were able to ensure a child's concerns about his care plans were given due consideration by the professional network.

Adults know the children well and understand their needs and abilities. This has enabled adults to celebrate children's progress and address any patterns which may impact this progress. For example, one child completed some GCSE exams a year early, which was celebrated by adults. Adults are supporting another child after identifying a pattern of them being unhappy when they returned from school. This has resulted in close communication with the child's school and social worker, to identify the right support for the child. Children feel cared for and know their best interests are considered.

One child is beginning to plan for their future and the move to their next home. They were keen to tell the inspector about the support they receive from adults. Through the years they have lived at home, adults have been helping the child to save pocket money, supported them to complete a number of independent skills tasks and helped the child to identify realistic aspirations for their future, with a clear pathway to achieve this. This has led the child to feel confident and excited about their next steps towards becoming an adult.

Three children have left the home in the past year. Two moved on in a planned manner and in line with their plans. One child's move was unplanned, after a short time living at the home. The child has since moved to a specialist placement which is better suited to their needs. The child is happy and settled in this placement. The child's grandparent explained that adults at this home 'did everything they could'.

How well children and young people are helped and protected: good

Children know how to make a complaint, and adults ensure that prompt action is taken when necessary to investigate any concerns. However, on occasion, the provider has gone against agreed procedures and carried out investigations before informing the relevant safeguarding agency of the concern. This has the potential to

compromise the independence of the investigation. In practice, this has not had an impact on the safety of children.

Adults know the risks children face in the home, community and online. Children have bespoke plans to reduce risks, and adults work with children to better understand risks and keep them safe. For example, adults use behaviour support plans and the support from the in-house therapist to educate children to be able to safely use their mobile phones.

When children go missing, adults make every effort to locate them and are quick to inform relevant agencies. When children return home, they are welcomed home sensitively and the relevant people are informed of their return. Managers review incidents of children going missing from the home to ensure that children get the support they need to make safer choices.

Children feel supported to become more socially aware. Rewards are in place to encourage socially acceptable behaviour. When consequences are used, they are not punitive and are designed to help children learn. When asked, children felt that these consequences were fair and helped them to understand the impact of their behaviour.

Physical intervention is only used in the home when necessary to keep children and others safe. When physical interventions are used, adults are well trained to do this safely, and use holds for the minimum time possible. Following these incidents, children and adults are consulted on their experience, patterns of behaviours are considered, and learning is shared. Managers have good oversight of these incidents and take action if there are lessons to be learned to improve practice.

The effectiveness of leaders and managers: good

There has been no registered manager in the home since 11 January 2022. During this time, the deputy manager has overseen the day-to-day running of the home and regular support has been in place from the regional operations manager. More recently, a registered manager from a nearby home linked to the organisation has provided close support and has plans to apply to register.

The interim management arrangements in the home are effective. In particular, extra support from senior managers has ensured that management oversight and monitoring of the quality of care for children remains effective. Action has been taken to address and complete requirements made at the last inspection. Oversight of children's behaviour is detailed and lessons learned, alongside input from the provider's therapy team, have helped to improve practice.

The home is well presented. The maintenance team ensures that the home is safe and known risks are addressed. Adults recruited to the home are appropriately checked to ensure that they are suitable. Adults receive well-timed training to ensure that they can meet the needs of the children.

Managers actively discourage the use of institutional language in the home. Words such as 'staff' are not used and the impact is positive, with children describing the adults as 'family'.

Adults feel supported by their managers. Regular supervisions, appraisals and a dedication by managers to develop the team keep adults happy and focused on the care of the children. One senior member of staff recently returned to the organisation after discovering that the same standard of support was not offered elsewhere. Children benefit from a consistent and committed team of adults who enjoy their roles and are passionate about seeing the children succeed.

Managers have positive relationships with important people in children's lives. One social worker speaks of their child having 'an exceptional standard of care' and said, 'I receive updates every day.' Adults attend all statutory meetings and share the progress children have made. This has helped to identify new experiences and source the right education provision for their children.

Managers are keen for their children to become more socially aware. Regular catch-ups focus on the diversity in their community, considering culture, faith and gender. Children attend annual Pride events and adults help children embrace the diversity in the community around them.

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

Recommendation

- The registered person should inform the relevant officer or teams in the local authority promptly of all allegations that come to an employer's attention or that are made directly to the police. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.18)

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 Children's Homes Ltd

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

Responsible individual: Rachel Ashton

Registered manager: Post vacant

Inspector

Matt Nicholls, Social Care Inspector

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