

1274093

Registered provider: Homes 2 Inspire

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 by a national charity. It is registered to provide care for up to five children with emotional and social difficulties.

The home is led by an interim manager who has applied to register with Ofsted. The registered manager is currently away from the home.

Inspection dates: 31 January and 1 February 2023

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

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 16 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/11/2021	Full	Good
19/11/2019	Full	Outstanding
18/02/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children and staff have excellent relationships. Children say that they like living at the home and like the staff. Staff speak very highly of the children. They also report that they love working at the home, and this is shown in the level of care and commitment they give to the children. This has led to children feeling happy, settled and comfortable with staff.

A lovely environment has been created for children to live in. It is homely and well maintained. Children have chosen the decoration of their bedrooms, and they all say they like their rooms. As well as the communal areas, children have spaces where they can spend time alone should they wish. This includes a room where they can study and an area where they can observe their religion. As a result, the children enjoy their home, and they are thriving.

Staff use a preferred model of care when working with the children. This was introduced by managers following research and the involvement of other professionals. Staff are trained in the approach, and it is embedded in their daily practice. One member of staff said, 'This approach is brilliant. To be able to say "I love you" and "goodnight" to children is good.'

The children's individual plans are clear and detailed. They are reviewed and updated by the manager. Children have been involved in creating their plans. There is an additional child-friendly version, supporting younger children to be involved in their plan. Staff use these as active working documents. This means that the staff know each child's targets and ways of helping children achieve. It also leads to children understanding how their care is arranged and becoming invested in it.

Children's educational attainment and employment are a very high priority for the manager and staff. They advocate to ensure that children receive the education they need. Extra support is provided by the company's education coordinator, who has very good relationships with the children. Children have been helped to attend school after long periods out of education. Older children have been supported into work and apprenticeships. As a result, children have made excellent progress in these areas.

The wishes and feelings of children are at the centre of life at this home. One-to-one sessions between staff and children are known as 'buddy sessions'. Staff are diligent in their planning of these sessions to make sure that children benefit from them. Family meetings are also held for all children to be able to discuss life at their home with staff. A social worker said, '[Child] has complete honesty with the staff, and they include him with everything.' Overall, children feel their views are listened to and acted on.

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

Children's positive behaviour support plans are highly detailed and reviewed regularly. Children are included in writing these plans. A creative child-friendly version supports younger children to be involved. An independent psychiatrist meets regularly with the manager to discuss children's behaviours. Her advice informs plans. Staff have clear direction to understand and manage children's behaviours and risks. This means that issues are identified early, and incidents rarely escalate.

Children receive excellent help and support from staff with specific issues that are affecting them. This has included self-harm and drug misuse. Professionals are involved to ensure that children receive the required specialist help they need. One child said, 'Staff have helped me out loads, and I am a different person.' This support has led to a large reduction in children's behaviours and risks.

Children rarely go missing from care. Clear procedures are in place should this happen. Positive relationships have been developed with the local police and a missing persons coordinator. Workflow charts help staff to know how to respond in specific ways for each child. This has ensured that any risks associated with children going missing from care are managed effectively.

Managers take any complaints or concerns from children very seriously. A personal response is written to the child to acknowledge the complaint. The manager investigates the complaint in detail and provides feedback of the outcome. Creative ways of capturing children's concerns include a 'worry monster' and a complaints letterbox. Therefore, children can raise concerns and know that staff will respond to them.

Children have access to regular external support. An advocate and independent visitor are provided by the local children's trust. This ensures that children have another trusted adult to speak to if they are worried about anything.

The effectiveness of leaders and managers: outstanding

Management cover during the registered manager's absence from the home has been excellent. The interim manager was previously the deputy manager at the home, ensuring continuity of care for the children. She is in the process of applying to become the registered manager for the home.

The manager is very well supported by an experienced responsible individual. He visits the home regularly and has made strong relationships with staff and children. Monthly supervision sessions help with the manager's development. The manager feels supported and valued by senior management. This ensures that she has the help and guidance to deliver outstanding care to children.

The manager's monitoring and oversight of the home are exceptional, being aided by her commitment to quality assurance processes. These include monthly self-

assessment reports and a quality improvement plan. This is supported by daily, weekly and monthly checks, which are monitored by the responsible individual and the provider's quality assurance officer. These processes have informed staff learning and development, which has led to practice improvement.

Managers understand the importance of staff development. There is a comprehensive induction and training programme for newly recruited staff. The manager provides excellent additional training through learning circles. These are planned throughout the year and refresh staff's knowledge of legislation and procedures. Team meetings have a development and learning section. Managers and senior staff provide regular constructive supervision for all staff. As a result, staff are equipped to provide a high level of care and support to children.

Staff, children and professionals all speak very highly of the manager. She is passionate about her role and is an excellent advocate for children. She has created a child-focused environment that has helped children to enjoy living at the home. A social worker said, 'The management and staff are brilliant. I deal with the manager a lot and she is fantastic.'

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: 1274093

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire

Registered provider address: Lumonics House Valiant Office Suites, Swift Valley, Valley Drive, Swift Valley Industrial Estate, Rugby CV21 1TQ

Responsible individual: Daniel Thompson

Registered manager: Abigail Grabecki

Inspector

Shaun Caplis, Social Care Inspector

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