

1250931

Registered provider: Compass Children's Homes Ltd

Full inspection

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 social and emotional difficulties.

The manager has been registered with Ofsted since June 2022.

Inspection dates: 15 and 16 March 2023

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| Overall experiences and progress of children and young people, taking into account | outstanding |
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| How well children and young people are helped and protected | outstanding |
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| The effectiveness of leaders and managers | outstanding |
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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: 5 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

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 |

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make and sustain excellent, trusting relationships with staff and each other. Every child has made significant progress from their starting points. For example, all of the children attend swimming lessons and are now able to cycle. For some, this is significant and something that they were unable to do before moving in.

All children say that they love school. Their attendance is consistently high. This is a huge achievement for some of the children, who had severely reduced timetables and access to education when they moved in.

Staff work closely with each child's school to identify and familiarise themselves with children's specific education needs and provide the support that they need. One child now has a reading level above their chronological age. Another child, who was communicating with two- to three-word sentences when they moved in, is now able to converse with confidence.

Children moving into the home are fully supported during this process. They receive an interactive children's guide that enables them to feel fully involved and have their views considered. Matching processes are clear and well planned, and the child is visited by the registered manager and their key worker as part of this process. This helps children to feel welcome when they move in.

Children's physical, emotional and psychological needs are met by a staff team that works closely with qualified practitioners. Children have access to mental health practitioners and therapy sessions to support their emotional well-being. Children's differences are respected and celebrated.

Children benefit from one-to-one sessions with staff and weekly house meetings. They are actively encouraged to contribute and attend their review meetings. This enables children's voices to be listened to, which shapes the care that they receive. All children have a child-friendly care plan that is created with them and written in their own words. These beautifully capture the child's abilities and needs.

Staff recognise and celebrate children's achievements, no matter how small. They do this through a 'kindness points programme', which helps the children to feel positive about themselves and enhances their self-esteem. Each child has a memory book where photos and personalised quotes follow the child's journey from when they move in. One child was really proud and excited to show inspectors his memory book and talk them through his recent holiday abroad and all of the fun activities that they had done.

The importance of children's visits to see family and friends is something that leaders and managers focus on throughout a child's stay. The registered manager

and staff contribute to meetings and facilitate visits to enable this to happen. Children are supported to reconnect with family and friends that they have not seen for some time. A child who has moved out since the last inspection has successfully returned to live with their parent. The registered manager is clear that when children move in, the plan is for them to work towards returning to a family environment.

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

Safeguarding is embedded in the culture of the home. Staff are well trained and intervene effectively to keep children safe, and they support children to keep themselves safe.

Relationships with staff are built on care and trust. These relationships help children to feel secure. Children say that they love living in the home. Families say that their children have positive relationships with staff and are safe. One parent said that his child was 'hesitant to talk at first, but only has good things to say about the home now'. Positive relationships enable children to go to staff with any worries or concerns.

Children have not been missing from this home. When one child did leave the home without permission, they were closely supervised by staff and returned safely.

Social workers speak highly of the level of contact that they have with staff and their prompt response when issues arise. Records show that external agencies are informed of any incidents and that children's well-being and safety are prioritised.

Children benefit from a measured and consistent approach from staff, who see behaviour as a way of communication and focus on de-escalation to reduce the likelihood of incidents. Staff work within therapeutic frameworks to engage children and intervene when they recognise that a child is becoming anxious or upset.

Management oversight and review of incidents identify alternative ways for staff to support children to manage their emotions. This has led to a significant reduction in physical interventions.

Children's concerns and allegations are taken seriously. The manager follows processes, including promptly contacting relevant professionals as and when is necessary. Children are well supported throughout this process.

The effectiveness of leaders and managers: outstanding

The registered manager and newly appointed deputy manager are both long-standing members of the team who have been part of the development of the home. They are passionate about the home and know each child exceptionally well. They have high aspirations for every child. The registered manager is a positive role model for the staff and motivates and inspires them. The staff team appreciates his

support. One member of staff said, 'I have been taught by the manager, who has been patient, positive and supportive.'

Staff are clear in their roles and responsibilities and understand that children's progress and development come as a result of consistent practice. Exceptionally high standards are maintained through supervision sessions, well-structured team meetings and appraisals.

Leaders and managers use monitoring systems to track and review progress. All children's plans are reviewed at regular and frequent intervals. This gives clear oversight on the care that children are receiving and the progress that they are making.

Professionals are very positive about the experiences that children have in the home. One professional said, 'The manager is thorough; he cares deeply. He is responsive and supportive in the way he cares for children and works in partnership with the professional network.'

The strength of leadership and a committed, motivated staff team ensure that the home is a place where staff love to work and children are happy to live.

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: 1250931

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Ltd

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

Responsible individual: Rachel Ashton

Registered manager: James Stroud

Inspectors

Tony Waite, Social Care Inspector
Lee Kirwin, Regional Inspection Manager

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