

# 1256610

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 and operated by a national charity. The home provides care for up to three children with social and emotional difficulties. The manager is suitably experienced and qualified.

### Inspection dates: 27 and 28 March 2023

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

How well children and young people are helped and protected **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:** 21 September 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2021	Full	Good
29/01/2020	Interim	Sustained effectiveness
14/10/2019	Full	Good
05/12/2018	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Overall, the experiences and progress for children are good. Staff develop strong relationships with children and understand their needs well. One child said, 'They [staff] are brilliant. They have a laugh, and they aren't just robotic.'

The home is warm, welcoming and decorated well. Children's bedrooms are personalised and reflect their interests. Photos of the children and their families are displayed around the home and add to the homely feel.

Staff support children to enjoy new experiences, offering a variety of activities. One child spoke about how they really enjoyed their birthday meal out with staff and their peers and said that they went bowling afterwards, which they loved. Children develop their social skills, interests and hobbies.

Children who come to live at the home have often experienced poor school attendance and disruption to their education. One child, who had been out of education for an extended period, is now attending full time. Managers and staff work with education providers to ensure that children receive the education they need and which meets their individual needs. Staff promote children's progress, achievements and learning.

Staff recognise the value of continued family relationships. They support children to spend time with family and other people who are important to them.

Staff speak to children about their views on a regular basis. Topics of conversation are varied, planned and unplanned. On occasions, staff do not conduct or record these discussions in a friendly and supportive manner. This prevents children from having a voice about their care and from feeling able to confide in staff.

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

When children go missing from the home, staff are clear about what actions to take. Staff follow the missing-from-home protocol and work with external professionals supporting the children. Managers review missing-from-home episodes and reflect on what happened and anything staff might be able to do differently. This ensures that children are protected from known risks when they are missing from care.

Consequences are not used often, and when they are used, they are proportionate and reviewed by a manager. Following any incident, debrief meetings take place with the children and staff involved. This helps children and staff to reflect on and discuss the support needed to reduce the likelihood of future incidents occurring. When one serious incident occurred, appropriate actions were taken to safeguard the children and staff. However, there was no notification sent to Ofsted. This

prevents Ofsted from having oversight of safeguarding practice and what actions are taken by staff to address the situation.

Managers respond to complaints from children promptly and effectively. Managers write to children to acknowledge their complaint and provide feedback once the complaint has been addressed. This ensures children feel listened to.

Children are cared for by safe adults. There is a stable staff team and no use of temporary staffing. This means children experience consistent care.

Individual risk assessments and behaviour support plans are sufficiently detailed and personalised. Risk assessments help staff understand how best to support children's specific behaviours and risks. However, staff do not always follow the risk assessments. This increases the risk of an incident occurring and escalating.

### **The effectiveness of leaders and managers: good**

The manager understands children's individual needs. An external professional said, 'Staff have a sound understanding and knowledge base around the implications of trauma and how these can be shown in behaviour. They have shown that they have skill in empathy and trauma-informed practice.'

Team meetings have an agenda that includes topics such as safeguarding, the needs of the children and staff welfare. They are held regularly. One staff member said, 'Team meetings provide shared experiences and what works well.' Staff feel well supported by their colleagues and managers. One member of staff said, 'The support I receive from my colleagues and management has been incredible throughout the years and I have always felt supported within my role.' Staff meetings support staff development and are a positive factor in the care provided to children.

Staff receive a range of training, including safeguarding training. Training is regular and varied, taking into consideration children's specific needs. This enables staff to have a good understanding of children's care needs.

Supervision has a clear agenda that considers the needs of the children, the staff and the wider team. However, supervision between the managers and the staff is not consistently taking place. As a result, staff do not always have the opportunity to reflect on their practice with a manager.

Overall, the managers have good oversight and knowledge about the children and staff team. However, some monitoring systems within the home are not consistent. For example, incidents and key-work sessions are not always reviewed by managers. This limits reflection on practice and any changes that could be made to improve the care provided to children.

## 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>manage relationships between children to prevent them from harming each other;</p> <p>that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(iv)(b))</p> <p>This specifically relates to risk assessments developed for individual children being followed consistently by all staff.</p>	23 May 2023
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(h))</p> <p>This specifically refers to ensuring that records of incidents demonstrate management oversight, reflection and learning.</p>	23 May 2023
<p>The registered person must ensure that all employees—</p>	23 May 2023

<p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p> <p>This specifically relates to supervision of staff taking place on a monthly basis as detailed within the home’s workforce development plan.</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p>	23 May 2023

## 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:** 1256610

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

**Registered provider:** Homes 2 inspire

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

**Responsible individual:** Matthew Earnshaw

**Registered manager:** Susan Barron

## Inspector

Kathryn Hurley, Social Care Inspector

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