

# 1240801

Registered provider: Inspire Childrens Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company and provides care for up to three children who may experience social or emotional difficulties and learning disabilities.

The manager has been registered with Ofsted since April 2023.

### Inspection dates: 16 and 17 May 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 **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 8 November 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2022	Full	Good
23/03/2022	Full	Good
12/11/2019	Full	Good
19/06/2018	Full	Good

## Inspection judgements

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

There are three children living in the home. One child has moved into the home since the last inspection. This was planned, and the child had the opportunity to visit the home before moving in. The manager's plan for this move included talking to the other children who live in the home.

The home is a spacious property. During the inspection, areas of the home were identified that required attention, such as stains on children's walls and broken blinds. Leaders and managers took prompt action to address some of these shortfalls to ensure that the home is clean and well presented. Further work is required to clean the stains on the carpets in the lounge and hallway. A recommendation has been made to address this.

Although there have been staff changes, the team is now stable. Consequently, children are receiving consistency and continuity of care. The inspectors observed good interaction between the children, the manager and staff. One professional said, 'The consistency of staff has helped the child settle well'.

Staff help children attend education, where they are making good progress. When one child experienced some difficulties, the manager and staff were proactive in meeting with education providers. A robust plan was put in place to support the child to increase their attendance and focus on specific aspects of learning.

Staff support children with their health needs. Direct work is undertaken to help encourage children to attend appointments, learn about the risks of smoking and understand diabetes. All children are registered with universal health providers. One professional said, '[name of child] has made significant progress with his emotional well-being.'

The children are fully supported by staff to spend quality time with family and friends. Communication between staff and families is positive. This is helping children's self-identity and sense of belonging to a family.

Children are well supported in developing their independence skills. For example, they are learning how to complete their weekly food shopping, change lightbulbs and tend to the garden. This is helping them develop new skills and is preparing them for moving on from the home.

Children are given opportunities to experience a range of activities both inside and outside the home. For example, these include trips to theme parks, pamper nights and activity centres. Children's individual interests are also celebrated. For one child, pictures of their activities are captured in his life-story work.

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

Children say they feel safe in the home. Staff understand all children's known risks. They understand the procedures to follow when children are missing from home. They actively look for the children and keep agencies and family members updated. Return home interviews are offered to all children. This supports them to understand that there are procedures in place to keep them safe.

Risk management plans are individualised and regularly updated. However, not all plans contain clear steps that staff should take if an incident occurs. Furthermore, information within risk assessments does not sufficiently identify how risks have reduced. This does not provide staff with clear guidance to support children to stay safe. This is a repeat requirement. This does not impact on children's overall safety.

Positive behaviour is promoted. The inspector observed staff demonstrating good role modelling and encouragement to help a child manage their daily routine. The staff provide each child with clear and consistent boundaries. Consequently, children are learning about acceptable behaviour in a family environment.

Some children in the home are prescribed medication. All staff are trained to safely administer medication. This is stored securely, and records are well managed.

The home's location risk assessment has improved to consider local transport links and the risks posed by this. This is helping staff to ensure there are suitable safeguards in place. When it has been necessary to complete room searches, staff have completed these in a sensitive way, and they are appropriately recorded.

## **The effectiveness of leaders and managers: requires improvement to be good**

Since the last inspection, there has been a change in the management of the home. The previous registered manager moved to another home, and a new manager started. He registered with Ofsted in April 2023. He knows the home well, having worked there as a deputy. This has provided the children with continuity.

Staff say they work well together and were complimentary about the new manager. They said he is supportive, and staff feel appreciated.

Leaders and managers have not addressed one of the requirements from the last inspection. The manager's internal monitoring systems have not been effective in identifying and responding to the weaknesses of the home. For example, areas of the home require attention, inaccurate information was found in some children's records and oversight on incidents and risks assessments require further improvement. During the inspection, the manager took appropriate and prompt action to address this. These shortfalls could have been potentially avoided if systems were more robust.

Safer recruitment checks are in place. However, the manager has not identified inaccuracies within one staff member's employment history. This has no impact on the care provided. However, it has the potential to do so.

The manager ensures that there are suitable levels of staffing in the home. However, the months and years are not present on the roster. Additionally, when agency staff were used for a short period, not all their names were recorded on staff rosters. This is not safe practice for children as, at times, there is no clear record of who is working with the children.

External monitoring is completed by an independent person, and the manager finds this helpful. However, recently, there have been some delays in the reports being submitted to Ofsted. This reduces the overall quality and assurances that are intended by these visits. A recommendation has been made to address this.

During the inspection, some breaches were identified in notifying Ofsted of all serious incidents. This means that the regulator is unable to review the information to ensure the provider has taken appropriate action to keep children safe. This leaves children vulnerable to the risk of harm.

There is a variety of feedback forms in the home. However, the manager's quality of review report lacks analysis and fails to consider the views of parents, professionals and staff. This is a missed opportunity to learn from further feedback. A recommendation has been made to address this.

Staff benefit from regular supervision and team meetings taking place. These are detailed and of good quality. There is a good level of training available to all staff. This gives staff the skills to meet children's needs. Recently, the manager has invited professionals into the home to provide staff with information to help further their knowledge to support children with their emotional well-being.

## 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>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</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)(i)(b))</p> <p>This specifically relates to ensuring that there are clear steps in place should there be an incident of self-harm.</p>	30 June 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>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.</p> <p>(Regulation 13 (1) (2)(h))</p> <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p>	30 June 2023
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p>	30 June 2023

<p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b) (3)(a)(b)(c)(d))</p> <p>This specifically relates to the manager ensuring that all employment gaps for a member of staff are sufficiently checked. Where there are gaps and inaccuracies, the manager had spoken to the staff member to clarify the information.</p>	
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date. (Regulation 37 (1)(2)(a)(b))</p> <p>This specifically relates to the fact that the roster must contain the months and year. In addition, where agency staff have worked in the home, their full names should be in place on the roster.</p>	30 June 2023
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p>	30 June 2023

an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;

there is an allegation of abuse against the home or a person working there;

a child protection enquiry involving a child —

is instigated; or

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.  
(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

## Recommendations

- The registered person should ensure that the home is a welcoming and homely environment. This includes ensuring work continues to the home's décor to remove the stain on the hall carpet and the stain on the lounge floor. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that when completing the review of care report that this contains feedback from professionals, parents and staff. This will enhance the manager's analysis and conclusions. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)
- The registered person should ensure that the independent person sends the reports into the regulator in a timely way. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.6)

## 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:** 1240801

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

**Registered provider:** Inspire Childrens Services Limited

**Registered provider address:** Inspire Childrens Services, Unit 3, Craig Court,  
Standish Street, St. Helens WA10 1GJ

**Responsible individual:** Michael Bradshaw

**Registered manager:** Bradley Ashurst

## Inspectors

Judith Birchall, Social Care Inspector  
Kayleigh Treanor, Social Care Inspector

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