

SC483220

Registered provider: Compass Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It may provide care for up to five children who may experience social and emotional difficulties.

There were five children living at the home at the time of the inspection.

The manager re-registered with Ofsted in March 2023.

Inspection dates: 6 and 7 February 2024

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 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2022	Full	Good
09/02/2022	Full	Good
11/02/2020	Full	Outstanding
21/08/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at this home are very settled and have built secure and trusted relationships with all the staff. Staff listen to and engage with the children, and this helps children to work through early childhood traumas and difficult times that they have experienced in their lives. A social worker said of the staff's approach, 'The children always come first, and the home belongs to the children who live there.'

Children are enthusiastic about living in the home and talked openly about their progress and positive experiences. Children say that they are happy and optimistic about what the future holds for them. They are involved in day-to-day decisions about their lives and their opinions are valued by staff. There is a relaxed and homely feel in every part of the property. The environment is spacious, warm and welcoming. It emulates a healthy, loving family environment where children can thrive.

Due to exceptionally detailed and considered care planning processes, children's complex needs are accurately assessed. The quality of care is unconditional, each day is a new day, and children thrive on fair but firm routines and boundaries. This has seen much progress and a significant improvement in the emotional well-being of the children.

Much thought is given to helping children to feel safe and at ease in their surroundings. The children have their own space to relax and a large games room with plenty of age-appropriate activities. Each room has pictures of the children having fun times together. This adds to a sense of belonging and permanence for the children.

Relationships with parents, siblings and friends are encouraged. Family time is promoted, and staff go that extra mile to make sure that children have good and memorable experiences. Time spent with family members and friends is appropriately supervised and balanced against developing children's independence through free time.

The registered manager and staff treat the children with trust, dignity and respect and this is reflected in how children manage their emotions more effectively. This practice is also reflected in the language used by staff and in the child-centred recording in children's care plans and records.

There is an on-site psychologist who is part of the care team. Help and intervention is accessible to children in relation to any past traumas they have experienced and any current concerns. This therapy is put in place shortly after children move in to the home. It benefits children by ensuring timely intervention and the provision of services and support that are specific to the children's needs.

The registered manager and staff promote the value of education, and the children are highly supported to attend. Staff's close working relationships with education colleagues unpick any barriers to learning. All the children are doing exceptionally well. Their attendance is close to 100% and their attitude to learning is commendable.

Children enjoy engaging in activities of their choosing, such as going to the cinema, playing football, enjoying day trips to theme parks, and attending 'Scare Fest' at Halloween as part of the wider community. This has given the children more opportunities in life, developed their confidence, and helped them to make friends.

How well children and young people are helped and: outstanding

The registered manager and staff work in partnership with professionals. It starts prior to a child coming to live at the home. Attention to detail and professional curiosity ensures that children are well matched to one another, and their care and therapeutic needs can be met at all times. Conflict between the children is extremely rare; they have their own hobbies and interests, but equally enjoy spending time in each other's company.

The safety and protection of children is a priority. Risk assessments, therapeutic interventions, and effective care planning identify the needs of children and any risks affecting them. Children participate in writing their own care plans and this supports the children to make positive choices and keep themselves safe.

All the children feel a very strong sense of safety and well-being in the home. They spoke quite openly about how safe and relaxed they feel and how staff help them to manage their emotions better. The need to physically intervene to keep children safe is very rare as children manage their emotions and feelings due to the support they receive.

Individualised and well-documented recording activity, key working, and discussions ensure that all risks and vulnerabilities are clearly understood and talked about. It supports staff's understanding of each child's individual triggers, needs, and vulnerabilities. There are firm but fair boundaries in place that are consistently applied that help to enhance the care given to the children.

Children do not go missing and, during free time, children respond well to welfare calls and checks by staff on their whereabouts. Children are helped to understand the risks associated with social media and online gaming, which results in children making more-informed choices.

Staff are highly trained in all aspects of safeguarding, and this adds to the children's sense of safety and well-being.

The effectiveness of leaders and managers: outstanding

Since the last inspection, a manager who managed the home previously was re-recruited and has now become the registered manager again. She is a confident and competent leader and creates a culture of positivity. Staff speak very highly of her and comment on her unwavering support for the children and the staff team.

Leaders and managers are proactive in ensuring a model of best practice is used. Opportunities for staff to grow and develop their practice through regular training and bitesize learning opportunities ensure consistency in their approach, which is individualised to the needs of each child.

Leaders and managers work collectively on behalf of the children across agencies. The on-site psychologist works closely with the staff, offering clinical consultation, supervision, and training alongside weekly therapy sessions with the children. This ensures a therapeutic delivery of care with an emphasis on high nurture, empathy and praise.

The home has a skilled and established staff team in place. Much emphasis is placed on the recruitment and retention of staff who have the skills, tenacity, and passion to make a positive difference in the lives of children. Staff have opportunities for continuous learning and to further their careers through promotion.

Leaders and managers have a comprehensive system of monitoring all aspects of the home. The registered manager and her deputy provide staff with regular and reflective supervision. They have good oversight of the care and progress of the children and are very hands-on in all aspects of service delivery. The children speak very highly of the registered manager and say that she is always there for them.

There is a strong emphasis on multi-agency working, and this promotes timely and effective care planning. When children are due to leave the home, they are fully prepared when the time comes. Professionals were extremely complimentary about the proactive and caring approach of the registered manager and all the staff team.

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: SC483220

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

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

Responsible individual: Jenna Horton

Registered manager: Rebecca Gomersall

Inspector

Cath Sikakana, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024