

1232657

Compass Children's Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private company. It is registered to provide care and accommodation for up to four children whose adverse childhood experiences can lead to them exhibiting complex behaviours.

The home has been without a registered manager since 17 September 2019. The current manager took up post on 10 November 2020. She has applied to register with Ofsted and her application is currently being processed.

Inspection date: 21 January 2021

This monitoring visit

The home was last inspected in May 2019. Since this time, the home has had five managers.

Due to the COVID-19 (coronavirus) pandemic, Ofsted did not carry out a physical visit to the home. The inspector gathered evidence in several different ways, including talking to the manager, the responsible individual, staff and children. Managers were also asked to provide documents electronically for the inspector to review.

There are currently four children living in the home. One child has lived at the home for nearly two years and the remaining three children have moved into the home in the last five months.

Children are cared for by a staff team that takes pride in children's achievements. This positive regard enables children to make progress in all aspects of their lives.

Staff support children to stay in touch with people who are important to them. This has been important during the COVID-19 pandemic, when children have not always been able to visit their family. Staff have assisted children to make telephone and video calls. When visits have been possible, staff have travelled long distances to

enable children to see their family. This proactive approach recognises the importance of these links for children who live away from their family.

Staff provide children with clear boundaries and expectations. As a result, children show improved patterns of behaviour, and incidents have reduced over time.

The home has experienced a period of inconsistent day-to-day management and staff changes. Despite staff working hard to minimise the impact of these changes on the children, there have been occasions when staff morale has been low.

Children's risk assessments are not always up to date and do not capture all known risks. Consequently, staff do not have accurate information about how to keep children safe.

Managers have not ensured that staff receive all required training to reflect their role. For example, only one member of staff holds a level three qualification relevant to residential childcare. This leaves nine members of staff without this qualification. Although some staff are working towards the award, managers have been too slow in implementing plans when members of staff have gone over the set timescale for achieving the award. In addition, staff have not received training that is relevant to the individual needs of the children. This leaves staff without some of the essential knowledge and skills that they require to respond to children's individual needs.

Inconsistency in management oversight of children's records has resulted in some records not having all relevant information.

Managers ensure that staff receive regular supervision. However, records of these meetings do not always include key information, including agreed actions. This creates a missed opportunity to improve practice and support staff's development.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/05/2019	Full	Good
12/12/2018	Interim	Improved effectiveness
01/05/2018	Full	Requires improvement to be good
01/02/2018	Interim	Declined in effectiveness

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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. (Regulation 12 (1) (2)(a)(i)) This relates to managers ensuring that risk assessments consistently contain all relevant information and are regularly updated to reflect new and emerging risks.	12 March 2021
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(c)(e)) This relates to managers ensuring that staff receive training that reflects the individual needs of the children who live in the home.	12 March 2021

The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or 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, if the individual satisfies the requirements in paragraph (3). For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (1) (2)(a)(b) (4)(a)(b) (5)(a)(b) (6)(a)(b)) This relates to managers ensuring that staff complete the appropriate qualification by the relevant date.	12 March 2021
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Recommendations

- The registered person should ensure that staff supervision records contain sufficient detail. This should include details of the actions and outcomes of these meetings. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.4)
- The registered person should ensure that records contain sufficient detail to enable the reader to gain a full understanding of the relevant event. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1232657

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

Registered provider address: Mountfields House, Epinal Way, Off Squirrel Way, Loughborough, Leicestershire LE11 3GE

Responsible individual: Nicola Brown

Registered manager: Post vacant

Inspector

Tracey Cogan Greig, Social Care Inspector

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