

# 1232657

Registered provider: Compass Childrens Homes Limited

Full inspection

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 provides care and accommodation for up to four children whose adverse childhood experiences can lead to them exhibiting complex behaviours.

The manager was registered by Ofsted on 23 February 2021. She holds a level 5 qualification in leadership and management that is relevant to adult services. She is in the process of completing additional training to ensure that her qualification is relevant to children's residential care.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 21 January 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

### Inspection dates: 22 to 23 June 2021

**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:** 22 May 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## 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       |

## **Inspection judgements**

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

At the time of this inspection, four children were living in the home. No children have moved into or out of the home since the monitoring visit in January 2021.

Staff genuinely care about the children and take pride in children's achievements. This positive affirmation encourages children to achieve their goals. As a result, all children are making good progress in all areas of their lives.

Staff use child-focused care plans to ensure that children receive consistent and well-planned care.

Staff encourage children to develop life skills and to pursue new interests. For example, one child has joined a local football team. This proactive approach encourages children's self-esteem.

Staff work hard to enable children to stay in touch with people who are important to them. This regularly includes travelling long distances to enable children to visit family. This positive support has been instrumental in children re-establishing and maintaining significant relationships.

Children live in a homely environment. However, there has been a lack of attention given to the outside space. Managers addressed this shortfall during the inspection.

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

Staff ensure that risk assessments are kept up to date. This helps the staff to stay informed of the risks that effect each child and how to respond to these risks. Consequently, children are safe.

Staff encourage children to make positive choices and to understand the consequences of their behaviour. A daily meeting enables children to reflect on what has gone well for them and what they would do differently. Children understand that it is okay to make mistakes. This open dialogue has resulted in a reduction in significant incidents. There have not been any incidents that have required staff to physically intervene since the last inspection.

Staff responses to children who go missing are strong. Staff maintain links with children who are absent. For one child, this was significant in enabling him to return home after a significant time away. Staff have developed cards for the children to carry with them when they are out and about. These cards are aimed at helping them to find their way home if they were to become lost. These include positive messages and contact numbers. This creative approach means that children are assured that they will be positively welcomed home.

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

Following a period of inconsistent management, the home now has a registered manager who has been in post for seven months. She is realistic about the improvements needed in the home and is committed to making the necessary changes. However, the impact of previous management changes is still apparent in some areas.

Management systems that help managers to monitor and review the quality of care are not always effective. As a result managers are not always aware of shortfalls. For example, health and safety monitoring processes have failed to identify that work is required to ensure compliance with the home's fire risk assessment. This omission places staff and children at risk.

Managers have made progress in building a consistent staff team. However, there continue to be shortfalls in some members of staffs' skills, knowledge and experience. As a result, there are times when there are no qualified staff on duty. There have been occasions when staff practice has fallen below expected standards of care. When these situations have occurred, managers have acted quickly to respond and have followed the organisation's disciplinary processes when necessary.

Managers have been slow to address shortfalls in training which were identified at the monitoring visit. As a result, staff are still without the training that they require to understand and respond to children's individual needs.

Staff receive regular supervision. This provides opportunities to reflect on and develop their practice. However, records of these meetings do not always fully reflect the discussions. This means that these records cannot be relied upon in the case of an investigation.

## 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 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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h))</p> <p>This particularly refers to:</p> <p>managers ensuring that staff receive training that reflects the individual needs of the children who live in the home;</p> <p>managers implementing monitoring and review systems that identify shortfalls in the home.</p> | 31 August 2021 |
| <p>If the Regulatory Reform (Fire Safety) Order 2005 <sup>F1</sup> applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>This particularly refers to managers ensuring that fire safety arrangements are effective.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 20 July 2021   |
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 31 August 2021 |

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 particularly refers to managers ensuring that staff complete the appropriate qualification by the relevant date.

## **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 the outside areas of the children's home are well maintained and offer a safe place for children to play. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

## **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:** 1232657

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

**Registered provider:** Compass Childrens Homes Limited

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

**Responsible individual:** Nicola Brown

**Registered manager:** Chelsea Healy

## Inspector

Tracey Cogan Greig, Social Care Inspector

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