

1241263

Registered provider: Aspire Care and Education Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to seven children with learning difficulties and speech, language and communication needs. There were six children living in the home at the time of the inspection.

The manager has been registered with Ofsted since 22 July 2022.

Inspection dates: 7 and 8 March 2023

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: 14 September 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/09/2021	Full	Outstanding
11/12/2019	Full	Outstanding
30/10/2018	Full	Outstanding
16/01/2018	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at this home receive high-quality care from a skilled and dedicated staff team. Staff are committed to developing positive relationships with each child. This helps children to make exceptional progress with their social skills and in their overall development.

Managers have an extensive care planning process to ensure that when children move into the home, the support that they receive is tailored to their needs. This includes the creation of bespoke plans to help staff to understand each child. The impact of new children moving in on those already living in the home is well considered. Consequently, children settle quickly and receive high-quality care.

Children make extremely good progress in relation to their communication skills. Staff support them to use different tools. For example, some children respond well to 'now and next' cards. As a result, children become more confident and can express their wishes and feelings.

Staff give excellent attention to children's physical health needs. Staff are sensitive to the complex needs of each child and the care that the children receive is exceptional. Staff work closely with a range of healthcare professionals to ensure that children can access any specialist care and treatment that they need.

Staff support children to engage in education and children make good progress from their starting points. Staff work closely with the children's schools, providing a consistent approach to their needs. For one child, the staff worked with the school to develop an individualised plan to enable the child to attend school.

Staff recognise the importance of ensuring that children have new experiences to expand their interests. Staff provide opportunities for children to enjoy community-based activities. When children participate in new activities, their success is celebrated, captured in memory books and photo albums and shared with their families.

Proactive steps are taken to work with children's families to ensure that they are involved in the children's lives. One parent spoke very highly about this. Staff regularly spend time with children and their families, and relatives are invited to festive celebrations at the home. As a result, children enjoy spending time with the people who are important to them.

Staff have worked tirelessly to ensure that renovations to the home have not impacted negatively on the children and the high quality of care that they receive. Staff have communicated with, and involved the children in, any changes that have

been made. For example, children have helped to design the newly refurbished garden.

How well children and young people are helped and protected: outstanding

Children's safety and well-being are top priorities for the staff team. Staff are attuned and responsive to the risks that are present for children individually and as a group. Effective and open communication between the staff and other professionals underpins high-quality safeguarding practice. The strength and consistency of the relationships that children have with the staff help them to feel safe.

Managers and staff understand that when behavioural incidents occur, a child is trying to communicate something. Support plans focus on positive behaviour management, understanding the primary behaviour and using clear strategies to stop behaviours escalating. This approach has resulted in a reduction in incidents.

Staff support children to be safe outside of the home, which for some children includes the use of restrictive practice. Managers regularly review risk plans to ensure that the measures are proportionate and necessary. They are committed to supporting children so that the use of the measures can be reduced or removed. For example, one child's pathway to independence plan focuses on them not having to use a walking harness or reins when in the community. Therefore, children develop their independence and learn how to be safe.

Managers advocate for children. For example, a complaint was raised on behalf of a child when they were not treated with respect during an appointment.

Safer recruitment practices are understood and implemented effectively. All necessary checks are in place to ensure that children are protected from unsuitable people working in the home.

The effectiveness of leaders and managers: outstanding

The registered manager is passionate, leads by example and has the children at the centre of her thinking. She demonstrates exceptional knowledge and strives to be a good role model to the children and staff. Staff say that the manager is extremely supportive. One member of staff said, 'She [the registered manager] is amazing and always available and always has an answer.' Feeling valued and respected inspires staff to give high-quality care to children.

The staff understand their roles and responsibilities. They benefit from regular and reflective supervision. Regular team meetings and an extensive package of training support staff to develop their learning and provide opportunities for personal and professional development.

The registered manager has developed monitoring systems which ensure that she has an excellent oversight of the quality of care provided to children. However, she

does not always sign to confirm she has reviewed incident records, including of physical interventions. Although this does not affect the well-being or safety of children, it is a missed opportunity to provide a written record of her analysis.

When concerns about staff practice arise, the registered manager conducts extensive investigations and ensures that lessons learned are implemented in practice.

Feedback from professionals and parents is extremely positive about the care that the children receive and the progress that they make. Staff complete regular reports about children's progress and difficulties, and these are well written. When issues arise, information is shared about how children are being supported.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure management monitoring records consistently demonstrate how they are leading a team which provides high-quality care for all children living in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)

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: 1241263

Provision sub-type: Children's home

Registered provider: Aspire Care and Education Services Ltd

Registered provider address: Rift Accounting House, 160 Eureka Park, Upper Pemberton, Kennington, Ashford, Kent TN25 4AZ

Responsible individual: Jonathan Deslandes

Registered manager: Chloe Clarke

Inspector

Rebecca Fisher, 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://reports.ofsted.gov.uk/>.

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 2023