

# 1250253

Registered provider: Achieving Aspirations Community Interest Company

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private organisation and provides permanent care for one child and a short-break service for up to three children with physical and/or learning disabilities. The home also offers overnight respite stays and assessment breaks.

The manager registered with Ofsted in May 2022.

**Inspection date: 23 November 2022**

**Date of last inspection:** 2 August 2022

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## **Findings from the inspection**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

### **The care of children**

At the time of this inspection, one child was living at the home on a permanent basis and 16 other children, on a rotational basis, access short breaks. Children have positive experiences of living at the home and when visiting for breaks. Staff have a good understanding of children's needs. This enables staff to build positive and trusting relationships with them. Children enjoy being with staff and are relaxed in their company.

The child living at the home has made good progress. They were initially living at the home to recover from an injury. They have been well supported by staff with their needs relating to this. The child has made good progress and their mobility has significantly improved.

Improvements have been made in relation to systems for the administration and recording of medication. Records are clear and accurate and mistakes identified in this area at the last inspection have been rectified. A new system has been introduced relating to discrepancies identified when medication is being booked in. This provides much clearer guidance for staff on how to respond to such situations. When a staff member made a medication error, this was quickly identified, with medical advice being sought for the child. The manager subsequently followed up this issue with the staff member involved.

New guidance has been put in place for staff on one child's use of a machine to aid their breathing overnight. This provides much clearer information on how the machine works and what steps to take if there are any issues with its use. This minimises the risk of issues arising, which was identified as a shortfall at the last inspection.

The home generally provides a suitable and homely environment for children. Damage identified at the last inspection has been repaired. While improvements are still needed to communal bathrooms, this work cannot be carried out until more substantial work relating to the structure of the building has been agreed. Managers have a clear plan to ensure that necessary work is carried out.

### **The safety of children**

Improvements have been made in the management of allegations. Managers have responded to allegations in line with agreed plans. Records relating to actions taken are clear. When there have been other concerns relating to staff practice, managers

have addressed these. Investigations have been detailed and identified actions followed up.

Staff have a good understanding of risks to children and how to manage these. Staff respond well to children at times of distress, in line with the children's plans. Staff's responses help children to calm and generally prevent incidents becoming more serious. However, oversight of behavioural incidents is inconsistent. While some incidents have been appropriately reviewed by managers, others have not. This affects the ability of managers to identify learning from incidents.

Use of restraint is rare and it is only used to ensure that children and others are kept safe. However, after one incident, managers had not completed a review of the incident and signed the record. In addition, the record of a debrief with staff involved was not available during the inspection. Lack of rigorous oversight of such incidents means that managers are not able to scrutinise the management of incidents effectively.

### **The effectiveness of leaders and managers**

Managers have made several improvements in response to shortfalls identified at the last inspection, meeting four requirements that were raised. However, some shortfalls are ongoing and three requirements are restated.

Managers provide good support for staff. Supervision sessions take place regularly and are used to discuss children's needs as well as staff development. When practice issues have been identified, these have been addressed with staff through supervision.

Recent training for senior staff has focused on supporting them with specific aspects of their roles. A staff member who completed the training said that this was very helpful and helped to increase their understanding of what is expected of them in their role. This training is part of the response to shortfalls that have been identified in the service and is aimed at providing a greater level of support for the manager.

Managers undertake recruitment checks before new staff start work at the home. However, gaps in staff's employment history are not appropriately explored. Gaps in recruitment checks mean that reasons why staff may not be suitable to work with children could potentially be missed.

Managers have systems for monitoring the home. Monitoring has led to some improvements, in particular in the oversight of allegations and children's medication. However, there is inconsistent oversight of behavioural incidents and restraints and an ongoing failure to ensure that all recruitment checks are carried out. This highlights the need for further improvements to be made to monitoring in the home.

One complaint has been received since the last inspection. This was from a parent and related to a staff member's practice. The parent withdrew the complaint after making it but, despite this, the issue was still addressed clearly with the staff

member. This demonstrates a desire to ensure that any concerns are followed up, to help develop staff's practice.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 02/08/2022      | Full            | Requires improvement to be good |
| 16/12/2021      | Interim         | Sustained effectiveness         |
| 03/06/2021      | Full            | Requires improvement to be good |
| 28/02/2020      | Interim         | Sustained 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       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <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</p> <p>promotes their welfare.</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. (Regulation 13 (1)(a)(b) (2)(h))</p> <p>In particular, ensure that the manager has clear oversight of behavioural incidents, incidents of restraint and safeguarding records.</p> <p>This requirement was made at the last inspection and is restated.</p> | 9 January 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> <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>                                                                                                                                                   | 9 January 2023 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <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)(d))</p> <p>This requirement was made at the last inspection and is restated.</p>                                                                                                                                                                                                                                                          |                       |
| <p>The registered person must ensure that—</p> <p>within 48 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii))</p> <p>This requirement was made at the last inspection and is restated.</p> | <p>9 January 2023</p> |

## Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of children. In particular, they should ensure that children’s bathrooms and other communal areas are maintained to a good standard and that any damage is identified and repaired promptly. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 15, paragraph 3.9)

## Children's home details

**Unique reference number:** 1250253

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

**Registered provider:** Achieving Aspirations Community Interest Company

**Registered provider address:** 80 Compair Crescent, Ipswich, Suffolk IP2 0EH

**Responsible individual:** Anna Boulton

**Registered manager:** Hayley Hatcher

## Inspector

Joe Cox, Social Care Inspector

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