

1253716

Registered provider: Compass Childrens Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to four children. It is owned and run by a private organisation who state that they help children by assessing and healing complex trauma. At the time of the inspection, four children were living in the home.

There has been no registered manager since January 2024.

Inspection dates: 4 and 5 July 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 January 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2024	Full	Outstanding
14/03/2023	Full	Outstanding
10/11/2021	Full	Outstanding
29/05/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

When children come to live in the home, managers carefully consider the information available to them to help decide if they can meet the individual needs of children. However, managers were not given all the relevant information for one child prior to them moving into the home. This caused some difficulties in ensuring that the child had the support that they needed. Managers have fully addressed this. When children move on from the home, this is done in a carefully planned way to support them to have a positive ending.

Staff are guided by clear plan that help them to provide good care to children. These plans are reviewed regularly to ensure that information remains relevant, and that children experience consistency in their care. Children are encouraged to be kind and to develop positive relationships with each other. There are good examples of children acknowledging each other's feelings and finding positive ways to resolve conflict, such as being able to talk about their own feelings and frustrations with each other.

Children have positive relationships with staff. They feel listened to and know who to speak to about their needs, wants and aspirations. One child spoke about wanting to study to become a cook when they are older, while another wants to join the police force.

Children make good progress in relation to their own starting points. For one child, they are becoming more independent and can now access the community for short periods on their own. For another child, they can talk about and reflect on their own feelings and difficulties.

Children are supported to spend time with family and friends that is appropriate to their own circumstances. This is managed sensitively by staff so that children can enjoy themselves and have positive experiences.

Children are encouraged to try new activities and have fun. They enjoy a range of activities that help them to develop positive social behaviours and to live healthy, active lifestyles, such as going to the local trampoline park. They also have help from staff to access support from therapists and other health professionals where needed.

Staff work closely with professionals to ensure that children get the support that they need. One social worker stated that they feel that staff do all they can to support children and that generally communication is very good.

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

Children feel safe living in the home. They can identify staff that they trust and who they will speak to if they have any concerns or worries.

When managers recruit new staff to work in the home, they have clear processes that are followed which align with safer recruitment practices. This means that all staff are suitably vetted before working with children.

When children experience difficult feelings that lead to them harming themselves, staff respond in a caring and supportive way. They provide children with appropriate treatment and reassurance to help them feel cared for and to explore their feelings in different ways. This has meant that children have confidence in speaking to staff after these incidents have occurred.

When children go missing from the home, staff take effective action, and work with the police to support them to return safely. Staff understand processes well and try to explore the reasons with children to try and prevent further occurrences. These reflections have led to changes in practice and a focus on processes in team meetings.

Staff have a good understanding of their responsibilities to safeguard children. When concerns arise, they take prompt action to try and help children to be safe. They work with the wider safeguarding network, such as social workers and police to ensure that information is shared, and concerns are fully investigated. On one occasion, the records were difficult to read as information was spread across lots of documents, though actions were completed.

When children experience difficult emotions, staff try to help them find better ways to explore these feelings. When there is a need to use physical intervention, staff use appropriate and proportionate responses to do so, and only for the time needed to keep everyone safe. For one child, who has been involved in a higher proportion of these episodes, the frequency has recently started to reduce.

Staff have a good understanding of children's individual risks and vulnerabilities. They are guided by clear assessments that are updated frequently. This supports staff to help keep children safe.

The effectiveness of leaders and managers: good

The home currently does not have a registered manager. The provider had appointed a proposed manager, who left shortly after joining the home and now efforts are underway to appoint a replacement. There are effective, temporary management arrangements in place in the home, offering children and the staff team consistency and support with an experienced home manager being supported by a senior manager from within the organisation.

The manager has a clear vision for the home that currently focuses on stabilising the dynamics between the children. She understands the strengths and weaknesses of the home and takes pride in children's achievements. Managers strive to continue to learn and improve. They use opportunities for the team to reflect on shared or individual lessons and to discuss how to support children better.

Staff feel well supported in their roles and speak warmly of managers. They benefit from a wide range of training that they believe helps them to feel more confident in their roles and to feel valued. They have regular supervisions that support them to think about their own practice, any relevant learning points and to acknowledge their hard work.

Staff work with other agencies effectively. Managers have worked in an open and transparent way, showing a willingness to learn and adapt practices in response to challenge from other professionals. There is a clear focus on supporting children. Managers advocate for children and challenge external professionals, such as social workers, when responses from agencies have not been effective.

The views of children are important to staff. They utilise key opportunities to explore children's feelings and aspirations. This is then used to help create plans for activities and create opportunities for the home to be further developed.

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 registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a))	9 September 2024

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. In particular, managers must ensure that records are written in a way that makes them easy to access and to understand. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1253716

Provision sub-type: Children's home

Registered provider: Compass Childrens Homes Ltd

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

Responsible individual: Angela Sayers

Registered manager: Post vacant

Inspector

Jay Shekleton, Social Care Inspector

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