

1256059

Registered provider: Homes2inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to five children and young people who have complex needs that may include challenging behaviours. The manager was registered by Ofsted in May 2017.

The inspector was aware during this inspection that a serious children protection allegation is being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, the inspector considered the actions taken by the setting in response to the allegations, alongside other evidence available at the time of the inspection, to inform judgements.

Inspection dates: 4 to 5 December 2018

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: 21 November 2017

Overall judgement at last inspection: good

Enforcement action since the last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2017	Full	Good

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 person must make arrangements for the handling, recording, safekeeping, safe administration of medicines received into the children's home. (Regulation 23(1))	31/12/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people have formed firm attachments with the long-standing core members of staff, and are beginning to develop relationships with more recently recruited staff. They feel able to talk to staff, and feel that they are listened to if they have a concern. Young people engage happily in activities and relaxed discussions with staff. Young people also receive supportive guidance regarding any personal anxieties. The registered manager is aware of the impact on young people of recent changes within their peer group and the staff team. She ensures that care arrangements consider the effect of these changes.

Education is seen as important. Staff work closely with external agencies to agree appropriate learning plans for each young person. An education professional said that communication is 'excellent', and that the team works effectively with the school to promote educational attendance and achievement.

There are a range of opportunities for young people to establish new interests and take part in stimulating activities. Young people spoke positively about the group summer holiday to Cumbria. For example, a young person talked with enthusiasm about the 'knee boarding' activity.

Young people make progress while living at this home. For most young people, this includes having improved self-confidence and self-esteem. A social worker highlighted in discussion how a young person has settled in this home having failed to make progress in several previous placements.

Young people are supported to become more independent. Those young people who are planning to leave care are taught daily living skills, including managing a budget. A young person who recently moved out confirmed that she felt prepared for independent

living and said, 'They helped me massively to turn my life around.'

The health of young people is promoted well. Healthy eating and physical exercise are encouraged. Emotional well-being is monitored so that prompt referrals are made to mental health professionals when required. During this inspection, weaknesses in the administration of medication were identified. This is because staff have not always recorded why a medication has not been administered in accordance with the prescription. Although managers and staff are confident that this happened because the young person refused the medication, this information was not recorded. Management monitoring has failed to identify this shortfall.

During the inspection, the young people were helping staff to decorate the house for Christmas. It was apparent that the enthusiasm shown by the staff members contributed to the fact that young people enjoyed the experience.

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

Care arrangements are guided by detailed plans that identify known and potential vulnerabilities and clarify risk-management strategies. As a result, staff understand how best to keep young people safe. Identified safeguarding concerns are responded to promptly and appropriately, including reporting concerns to external professionals.

Staff undertake initial safeguarding training before they start work in the home. Broader and ongoing training includes: protection from sexual exploitation, preventing radicalisation, and managing missing-from-care episodes. Team meetings are used to develop the staff's knowledge in relation to safeguarding responsibilities, and include the use of scenarios to raise awareness and identify gaps in knowledge.

Young people generally become safer after moving to this home. A social worker said, 'When [name of young person] first moved to the home there were concerns about her being sexually exploited, but now this is no longer a worry.' Young people are taught how to keep themselves safe. Each young person has identified members of staff who they would talk to if they had a concern or felt unsafe.

The effectiveness of leaders and managers: good

A standout strength of this home is the tangible enthusiasm shown by the members of the management team. They are committed to providing a high-quality, caring and supportive environment for children and young people. High standards are set. The emphasis is always placed on achieving the best possible outcomes for children and young people. Managers know the young people well, and take effective action to adjust care arrangements when necessary.

Staff said that they are happy in their work, and spoke highly of the management support provided. Well-organised training and development opportunities support new

staff to learn about their roles and responsibilities. Team meetings and one-to-one time provide further opportunities for individual and team development.

External professionals said that joint working is effective, and confirmed that they have a positive view of the care provided. A professional said that they would not hesitate to place another child or young person at the home. Another said that this is one of the 'better residential homes'.

Young people have been unsettled by changes in the staff team in recent months. The registered manager is mindful of this, and ensures that young people can spend individual time with core staff who they know well.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1256059

Provision sub-type: Children's home

Registered provider: Homes2inspire Limited

Registered provider address: Homes2inspire Limited, Prospects House, 19 Elmfield Road, Bromley, Kent BR1 1LT

Responsible individual: Angela Muchatuta

Registered manager: Dominique McKenzie

Inspector

Mary Timms: social care regulatory inspector

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