

1263977

Registered provider: Care Perspectives Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides specialist care for up to eight children who have mental health and/or associated complex needs. The home was registered in December 2017. There were seven children living in the home at the time of the inspection.

The current manager was appointed in December 2021 and is appropriately qualified and experienced. She has submitted her application to register with Ofsted.

Inspection date: 29 March 2022

Date of last inspection: 23 June 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection.

At this interim inspection, Ofsted judges that it has sustained effectiveness.

Children receive care and support from staff who know them well and want the best for them. The home manager reviews children's risks and needs before they move in and considers these in the context of the children already living in the home. This helps her to make child-centered decisions. Children also have carefully planned transitions and visit before they move in so that they can see the home and meet the staff. Once children arrive, they are warmly welcomed. Staff ensure that they are physically and emotionally available for children as needed. As a result, children's transitions into the home are successful.

Staff also support children when they move on from the home effectively. Staff share information with important professionals to inform decisions about children's futures. During children's leaving period, staff talk with them about their worries and fears. After children have left the home, staff continue to check in with them to see how they are. This helps children move successfully into the next phase of their lives.

Staff provide activities that expand children's experiences. Where children have come from secure hospitals, staff work hard to give children appropriate freedoms. Long walks to watch sunsets and managed shopping trips help children to begin to redevelop their sense of self and confidence. Staff willingly support these activities as they understand the benefits for the children of doing this.

When children make allegations about staff, the manager considers these well. This includes speaking with external professionals, staff and children. In addition, the manager takes informal and formal action with staff as needed to put in place clear expectations and boundaries. However, the manager does not always notify Ofsted about concerns as required. This reduces the regulator's oversight. The provider has recently developed additional guidance to support improvement in this area, but it is too early to consider its impact.

The manager has put in place risk assessments around children's needs to guide staff. This is an essential area of work due to the high risks that some children present with. Managers use team meetings to reiterate information. This reassures managers that staff understand this guidance. The manager has changed the staffing of the home so that a member of the management team is in the home day and night. The combination of guidance and increased managerial presence means that staff have the support they need to care for children well.

Staff use physical intervention as a last resort to keep children safe. On one occasion, physical intervention was not appropriately used. The manager challenged this and took formal action as needed. Staff have improved their recording since the last inspection. However, incident records are not always completed clearly. This is a missed opportunity to provide accurate records for children and share learning.

The manager has good oversight of the home. She is clear about what needs to improve and the management team is working cohesively together to achieve this. For example, they are supporting staff with developing their recording and to understand their professional responsibilities. They are also helping staff to access appropriate training. However, not all staff have completed training relevant to all children in the home. This was a concern at the last inspection. During the inspection, the inspector found that one of the cupboards containing cleaning materials was not locked. Managers immediately addressed this concern. Their responsiveness and knowledge of their service is reassuring.

The manager has worked with children to make changes to the environment. This is now personalised, bright, homely and welcoming. External professionals have noted improvements since the new manager has started. They have confidence in her and the staff. Children are sure that staff will help them when they need it. One child told the inspector that staff 'treat you like family'. As a result, children live in a home where emotional availability and high levels of support are everyday experiences for them.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2021	Full	Requires improvement to be good
11/03/2020	Interim	Sustained effectiveness
10/09/2019	Full	Good
12/03/2019	Interim	Improved 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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, the registered person must ensure that staff complete training relevant to the needs of children. This includes, but is not limited to, children's mental health needs and diagnoses. This requirement was made at the last inspection and is restated.	11 May 2022
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e)) In particular, the registered person must ensure that allegations and other serious incidents are notified to Ofsted.	11 May 2022

Recommendations

- The registered person should ensure that records relating to physical intervention are clear and evidence reflective challenge to staff practice with the aim of learning, and developing the staff approach. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59).
- The registered person should ensure that records in the home are clear, objective, and accessible to any reader. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4).
This recommendation was made at the last inspection and is restated.
- The registered person should ensure that notifications of serious events are made to Ofsted without delay in line with timescales in guidance. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13).

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1263977

Provision sub-type: Children's home

Registered provider: Care Perspectives Limited

Registered provider address: 36 Frederick Street, Loughborough LE11 3BJ

Responsible individual: Mausumi Maulik

Registered manager: Post vacant

Inspector

Karol Keenan, Social Care Inspector

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M1 2WD

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