

1271234

Registered provider: Inspire Care (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of three in the organisation. It is registered to provide care for up to three children who have had adverse childhood experiences.

The registered manager has recently left. Although he was working his notice period, the registered provider agreed an earlier departure date and the manager left the home four days before the inspection.

The deputy manager is now the acting manager, while permanent arrangements are decided.

Inspection dates: 4 and 5 October 2022

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children poor and they are not making progress.

Date of last inspection: 1 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2022	Full	Good
09/11/2021	Full	Inadequate
18/12/2019	Full	Good
28/11/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Since the last Ofsted inspection in March 2022, four children have left the home and three children have moved in. At the time of this inspection, one child lived at the home.

The home environment is extremely poor. Repairs to damaged items are not carried out promptly. The fridge that was damaged over six months ago has not been replaced and blinds in the lounge are still broken.

Children's bedrooms are bare. A child was given a desk when they arrived that was already broken. The dining room is out of use and so children are not able to sit and eat meals at a table. The television does not work and has not done so since a child moved into the home six weeks ago. The child told the inspector that they would like to be able to watch television rather than have to access a video sharing website via their games console. The poor home environment does not show children that they are cared about and valued.

Managers do not fully assess the risk and impact of children moving into the home. Impact risk assessments do not contain all information provided by the local authority to inform staff about the children's needs and risks. For one child, there is no internal care plan to provide guidance to staff on how to care for the child or how to keep them safe. Poor care planning leaves children vulnerable to the risk of harm.

Despite shortfalls found during this inspection, children make some progress. They develop some positive relationships with the adults who care for them. One child informed the inspector that he knows who his key workers are and can approach them if he is worried. A child who recently left the home has written a thankyou card to the team for helping to look after her and her guinea pigs.

Staff support children to attend and engage in education. When children face barriers to learning, managers call meetings with professionals to discuss the way forward and look for solutions to help children in school.

Children take part in activities in the local area. The inspector observed one child being encouraged to take part in physical exercise in the local park near the home. Staff also support children to remain in contact with people they care most about. Staff provide children with the means to video call family members in-between visits to them. This supports children to continue to have positive experiences with their family and friends.

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

Risk management is inadequate. The inspector found that risk assessments for each of the children who lived at the home over the inspection period were identical and had been copied from one to the other. Staff are not provided with guidance to meet the individual needs of children to protect them from harm.

Staff do not restrain children in accordance with children's behaviour management plans, and the recording of restraint incidents is poor. One child has been restrained using holds that staff are not trained to use. For example, they have been restrained on the floor. Not all records clearly describe the restraint techniques that are used by staff. Furthermore, staff who are involved in the restraint have signed off their own records as appropriate.

Aspects of staff recruitment practice are poor. One member of staff has been working at the home for three months and lone works with a child. Their Disclosure and Barring Service check was issued in 2015. Despite this, managers have not undertaken a check on the update service to ensure that there are no new concerns about this individual's suitability to work at the home. This lack of due diligence in staff recruitment compromises children's safety.

Managers are unsure if allegations made by children have been investigated. Records relating to allegations against staff are missing. Managers do not know if children are made aware of outcomes of the allegations and there is no evidence of follow-up actions taking place. Managers have failed to notify Ofsted of all allegations made against staff. This lack of due diligence does not promote children's safety and welfare.

Children take part in regular fire drills to ensure that they know how to safely evacuate the home in case of such an emergency. However, managers have failed to ensure that all actions from the fire risk assessment have been completed. Emergency lighting has not been serviced for over a year, despite this needing to be completed at least annually. Shortfalls in health and safety at the home do not protect children from the risk of harm.

Systems in place for staff to record medication administered to children are poor. Because of this, records are unclear, which increases the risk of mistakes being made.

The effectiveness of leaders and managers: inadequate

Management oversight and monitoring of the home are weak. Existing monitoring systems have failed to identify shortfalls in the quality of care provided to children and safeguarding practice. For example, managers have failed to improve the home environment, review incidents and take safer recruitment seriously. This lack of insight and oversight has adversely affected children's experiences and welfare.

Staff have not received relevant training to help them to support children's needs well. For example, they have not completed specific training relating to online safety and managing risks related to child sexual exploitation and child criminal exploitation. In addition, managers have failed to ensure that all staff have completed training in relation to children who go missing from home.

The home now has five support workers to care for children. However, only one member of the support team holds the required diploma qualification. High levels of staff turnover and significant use of agency staff mean that children do not always receive consistent care from adults who know them well.

Managers do not notify Ofsted of all serious incidents in line with regulation. This prevents the regulator from having oversight of practice in the home to help ensure that children are sufficiently safeguarded. Furthermore, although the registered manager has completed a six-monthly review of the quality of care in the home, he has not sent this to Ofsted.

Staff enjoy working at the home and are positive about the support they receive. Staff report that they find supervision helpful and that it provides a forum to discuss development opportunities. However, the effectiveness of staff support and supervision on improving children's experiences and safety is limited.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)((c)(i)(ii)) This specifically relates to ensuring that children are provided with a clean and undamaged homely environment.	20 November 2022
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure—	20 November 2022

that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)) This specifically relates to ensuring that individualised risk assessments are completed and reviewed regularly in relation to each child, providing staff with relevant information to keep children safe from harm.	
*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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home’s workforce provides continuity of care to each child;	20 November 2022

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(f)(h)) This specifically relates to ensuring that children are provided with consistent care from a stable staff team, that those staff are provided with the relevant skills and experience to meet the needs of each child, and that managers implement effective systems to review and make improvements to the quality of care for children.	
*The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose. (Regulation 14 (1)(a)(b) (2)(a)) This specifically relates to children receiving carefully planned care in the home and managers assessing the impact effectively.	20 November 2022
Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (2)) This specifically relates to staff using the correct physical intervention holds that they are trained to use and are the least restrictive as necessary.	20 November 2022
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and	20 November 2022

disposal of medicines received into the children's home. (Regulation 23 (1)) This specifically relates to the recording of newly received medication in the home and updating documents when medical professionals advise to change dosages.	
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d)) This specifically relates to the registered person ensuring that actions highlighted in the fire risk assessment are completed within required timescales	20 November 2022
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). The requirements are that— the individual is of integrity and good character; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2; the individual is mentally and physically fit to carry on the home. A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (2) (5)(a)(b)(c)(d) (7)(a)(b))	22 December 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or	20 November 2022

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, if the individual satisfies the requirements in paragraph (3). The requirements are that— 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)) in particular, ensure that Disclosure and Barring Checks are up to date.	
The registered provider must prepare and implement a policy which— sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (1)(b) (2)(d)) Specifically, ensure that clear records are kept about any investigation into an allegation and that children are informed about the outcome of any investigation into an allegation they have made.	20 November 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and	20 November 2022

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv)(vii)(b)(i)(ii)(c)) This specifically relates to ensuring that incidents of physical intervention are recorded clearly in line with regulation.	
he 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. (Regulation 40 (4)(c)) This specifically relates to ensuring that the registered person informs Ofsted of any serious incidents and allegations made in the home and that notifications to Ofsted are provided without delay.	20 November 2022
The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (3) (4)(a)) This specifically relates to ensuring that the registered person completes a quality of care review at least every six months and provides a copy to Ofsted within 28 days.	22 December 2022

* These requirements are subject to a compliance notice.

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: 1271234

Provision sub-type: Children's home

Registered provider: Inspire Care (UK) Limited

Registered provider address: 263 Nottingham Road, Nottingham,
Nottinghamshire NG7 7DA

Responsible individual: Yaser Mir

Registered manager: Andrew Beechey

Inspector

Kev Brammer, Social Care Inspector

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