

1271234

Registered provider: Inspire Care (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a privately owned company. It is registered to provide care and accommodation for up to three children who have experienced adverse childhood experiences.

The home has been without a registered manager since 10 September 2021. A new manager has been appointed to the home. He holds a level 5 qualification in leadership and management. The new manager will apply to register with Ofsted.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this home on 18 February 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 9 and 10 November 2021

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

Date of last inspection: 18 December 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2019	Full	Good
28/11/2018	Interim	Declined in effectiveness
12/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

This is the home's first full inspection since December 2019. The home received an assurance visit in December 2020 and a monitoring visit in February 2021. Since the assurance visit, three children have left the home and two children have moved in. At the time of this inspection, two children lived at the home.

Children's overall experience and progress are compromised by widespread failures in the ways that staff protect children.

Managers fail to provide children with appropriate help and guidance regarding health concerns. As a result, a child's health condition deteriorated during his time living in the home. When one child refused to take prescribed medication for a period of three months, staff did not consult medical professionals to seek alternative ways to help the child and consider the potential implications of them not taking the required medication.

Children do not live in a homely environment. Despite improvements being made to communal areas, managers have not ensured that children's bedrooms are clean and provide a nurturing environment. A lack of attention to basic care and good hygiene practice from staff does not promote a sense of self-worth for children.

Staff use bedroom door alarms to monitor children's movements in the home at night. Door alarms are activated continuously and used routinely for all children rather than to meet individual needs. There is no assessment as to whether the use of door alarms remains proportionate and appropriate for each child.

Managers do not provide age-appropriate routine and structure for all children. For example, some children have had unlimited access to the home's Wi-Fi across various electronic devices, which staff did not monitor. As a result, children would spend the nights playing on games consoles and would struggle to get up and engage in schoolwork or activities the following day. This led to challenges when the new manager and staff tried to implement new, more appropriate, boundaries and routines.

Despite the significant shortfalls identified during this inspection, some children make progress. One child has improved their school attendance and children are encouraged by staff to develop skills in cooking and budgeting in preparation for adult life.

Two new children have recently moved in the home. Both children arrived at the home in a planned way. They received welcome packs and staff explained the day-to-day routines and boundaries in a child-centred way.

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

Staff do not respond promptly to children's risk-taking behaviours. For example, staff do not take the appropriate protective action when children place themselves at risk by their internet use. The failure to respond effectively to new and emerging risks leaves children vulnerable to harm.

New children and staff have not taken part in fire evacuation drills and are unaware of the procedures to follow in the event of a fire. In addition, the fire risk assessment has not been reviewed for over a year. This was addressed during the inspection but shows a lack of oversight and attention to matters that, if left, have the potential to compromise the safety and welfare of children.

Staff are unsure of how to manage children's behaviours and so rely on police assistance to help them. Over a 10-month period, staff contacted the police 19 times to support them. Staff are ill-equipped to support children with their behaviours and this increases the risk of children being criminalised.

Managers do not ensure that allegations made by children have been thoroughly investigated. Children are not made aware of the outcome of the allegation and required follow-up actions are not completed. Managers have failed to notify Ofsted of allegations made against staff. This lack of due diligence does not promote children's safety and welfare.

Since the last inspection, three new staff members have joined the team. The organisation's robust safer recruitment practice helps to ensure that children are cared for by suitable adults.

The effectiveness of leaders and managers: inadequate

Staff do not receive the training they require to provide safe and effective care to the children. Individual needs of children are not well understood because staff do not receive the relevant training to support them, including training relating to attention deficit hyperactivity disorder (ADHD) and autistic spectrum disorders. None of the staff have received ADHD training and only two members of staff have received training in relation to autistic spectrum disorders. Consequently, staff are not equipped with the skills and knowledge they need to respond effectively to the children's complex needs.

Managers fail to monitor and review records of sanctions and incident reports. Due to this, some reports are incomplete, with relevant information missing. This lack of effective oversight prevents managers from being able to clearly identify and act on shortfalls in staff practice, identify patterns and trends and make improvements to the way in which staff manage children's challenging behaviour.

Staff contact relevant partner agencies when children go missing from home. However, managers and staff do not challenge professionals from children's placing authorities when they fail to take necessary steps to ensure a child's safety and

welfare. For example, on five separate occasions, children have not been provided with an opportunity to have an independent return home interview. This means that children do not have the opportunity to discuss with someone independent of the home potential concerns they may have about why they went missing from the home and what happened while they were away.

Staff speak highly of the new manager and say that they feel supported through supervision and confident in the direction that he is giving them about how best to support the children.

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
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(c)) This specifically relates to ensuring that children are provided with an opportunity to have an independent return interview following missing-from-care episodes.	3 January 2022
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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i)) This specifically relates to ensuring that children's bedrooms are adequately maintained.	3 January 2022
The health and well-being standard is that— the health and well-being needs of children are met;	3 January 2022

children receive advice, services and support in relation to their health and well-being. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(2)(a)(i)(ii)(iii)(iv)) This specifically relates to making sure children are supported with all aspects of their health, and that staff seek advice when necessary and without delay about how to help children maintain good health and well-being.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(b)) This specifically relates to direct work being completed with children following incidents and discussing the impact of behaviours.	3 January 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— 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 managers and staff understand and act on risks to children’s welfare and safety promptly and effectively. This includes risk assessments being up to date and managers and staff acting on issues relating to internet safety.	3 January 2022
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—	3 January 2022

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. (Regulation 13 (1)(a)(b) (2)(a)(c)) This specifically relates to ensuring that staff receive relevant training and complete mandatory training in line with the organisation's policy.	
The registered person must ensure that— the privacy of children is appropriately protected; any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(c)(i)(ii)(iii)(iv)) This specifically relates to ensuring that bedroom door alarms are not used as a blanket approach and that each risk is assessed individually.	3 January 2022
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home; ensure by means of fire drills and practices at suitable intervals, that persons working at the home, and so far as reasonably practical, children are aware of the procedure to be followed in the case of fire. (Regulation 25 (1)(a)(d)) This specifically relates to ensuring that fire risk assessment is reviewed in a timely fashion and any new staff and	3 January 2022

children in the home receive a fire safety induction and evacuation drill.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. (Regulation 35 (1)(a)(b) (2)) This specifically relates to staff and managers having a clear understanding of the behaviour management policy, to reduce the need for police intervention in the home.	3 January 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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; 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 name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;	3 January 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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) This specifically relates to ensuring that records of restraint and sanctions are completed in full, that children receive debriefs following incidents and that managers have oversight of all reports.	
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.	3 January 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. (Regulation 40 (4)(c)) This specifically relates to ensuring that the provider informs Ofsted of any allegations made in the home and that notifications to Ofsted are provided without delay.	3 January 2022

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: Tayeba Mir

Registered manager: Post vacant

Inspector

Kev Brammer, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021