

1271234

Registered provider: Inspire Care (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to three children who have experienced trauma and encounter associated difficulties. The manager was registered to manage the home in August 2019.

Inspection dates: 18 to 19 December 2019

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 November 2018

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/11/2018	Interim	Declined in effectiveness
12/09/2018	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 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; 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	24/01/2020

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)(iv))	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1)(2)(a)(b)) This relates to maintaining the children's register.	24/01/2020
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1)(2)(a)(b)(3)(4)(a)(b)(5))	24/01/2020

Recommendations

- The information set out in the Statement of Purpose is an essential part of the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs. Emergency admissions should not be taken unless the home's Statement of Purpose and its capacity and support systems mean that it has the capability to care for children admitted at very short notice while continuing to offer high quality care to children already living in the home. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.6)
- Medicines must be administered in line with a medically approved protocol. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15)
- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

Inspection judgements

Overall experiences and progress of children and young people: good

The home is registered for three children. Since the last inspection, there has been one child living in the home. The overall experience for the child is positive. Staff care about him and meet his needs. Staff are nurturing and communicate with the child openly and respectfully.

Staff understand the importance of education. They take the child to and from school and attend all education-related meetings.

Staff gain the child's views and opinions daily. This is an inclusive approach to involving the child in planning his care.

Since the child has been living at the home, his doctors have been able to reduce his prescribed medication. However, on at least four occasions, medication was not signed for by two members of staff in line with the organisation's policy for the safe administration of medicines. These errors compromise systems designed to ensure that medication is administered correctly.

There have been improvements made to how records in the home are maintained. However, the recording of information in the home's children's register lacks accuracy. For example, the statutory provision as to why children are accommodated to the home is missing from the record.

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

The child told the inspector that he feels safe living at the home.

The manager ensures that safeguarding records are clear and kept up to date. Staff follow safeguarding guidelines and are well trained and equipped for their roles. They understand their responsibilities to safeguard the child and how to promote his well-being. The child has not gone missing from the home since the last inspection.

Staff reflect on incidents with the child in meaningful key-working sessions. This reduces the likelihood of incidents happening again in the future.

Staff de-escalate difficult and challenging behaviours to good effect. There are times when the staff need to physically intervene to keep everyone safe. These interventions are appropriate and proportionate. However, records made of these interventions require attention. It is difficult to understand what has happened during some incidents. This does not give an accurate account of events.

There have been several changes in the staff team since the last inspection. Organisational processes mean that checks are undertaken to mitigate risks around those who can work with children. However, one member of staff had gaps in their employment history. There was a valid reason for this, but this was not recorded anywhere on the member of staff's recruitment record. This could compromise safeguards around safe employment practice.

The effectiveness of leaders and managers: good

The home's manager is registered with Ofsted and has the relevant qualifications, skills and experience to manage the home effectively. The manager is supported by a deputy manager. Both are respected by the staff, professionals and the child.

Staff feel supported by the home's management. The child's care is discussed at regular team meetings and in staff individual supervision sessions. Feedback from a broad range of professionals is consistently positive.

There have been improvements to the internal monitoring of the quality of care that the home provides by the registered manager. Feedback from external professionals and analysis of records is used to develop an action plan to drive up standards.

There has been a change in the independent visitor since the last inspection. The monthly reports have improved but there are still some shortfalls. The reports rarely contain the opinions of professionals and do not report on key areas such as bullying. The independent visitor does not assess whether the children are being safeguarded effectively and that their well-being is being promoted. This makes monitoring the home by Ofsted difficult.

The home's statement of purpose does not give an accurate description of the services and care the home provides. It states that emergency placements are accepted when

they are not. It also states that there is internal monitoring in the form of motion sensors. This is confusing for placing authorities and families who are looking for somewhere for a child to live.

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: 1271234

Provision sub-type: Children's home

Registered provider: Inspire Care (UK) Limited

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

Responsible individual: Yaser Mir

Registered manager: Cheryl Barnett

Inspector

Ricky D'Arcy, social care inspector

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