

1271234

Registered provider: Inspire Care (UK) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of three within the organisation. The home is registered to provide care for up to three children who have experienced adverse childhood experiences.

There is currently no registered manager. The previous manager left the organisation in October 2022. A covering manager is in post and in day-to-day charge of the home.

Inspection date: 22 November 2022

This monitoring visit

Ofsted last visited the home to complete a full inspection on 4 and 5 October 2022. At the inspection, serious and widespread failures were found that meant children were not protected or their welfare promoted. The home was judged to be inadequate.

Due to the significant concerns found during the inspection, Ofsted issued three compliance notices, under regulation 6 (The quality and purpose of care standard), regulation 13 (The leadership and management standard) and regulation 14 (The care planning standard).

Ofsted also issued a notice to restrict accommodation. This means that no other children can move into the home at this time.

This monitoring visit took place to review the actions managers have taken to meet enforcement actions and requirements. During the visit, the inspector found that some improvements have been made and regulations 20, 23, 25, 32, 34 and 40 have been met. Managers have adhered to the restriction notice in place and no other children have been admitted into the home. At the time of the visit, one child was living at the home.

Records of physical interventions are now clear and contain information of measures used. There are now better systems in place for staff to record medication administered to children, and actions set out in the fire risk assessment have been addressed.

Complaints and allegations are investigated and children are aware that their concerns are being listened to. Managers let Ofsted know of significant incidents and allegations of harm. This allows the regulator to have an overview of significant events. In addition, new systems are in place to ensure that checks are undertaken on the disclosure and barring update service as necessary.

Despite this progress, managers have failed to make sufficient improvement to the quality of care provided to children.

Existing monitoring systems remain ineffective overall. Managers, including the responsible individual, have not taken action to meet the three compliance notices issued following the last inspection. Shortfalls in leadership have undermined children's progress, experience and safety.

Although a new kitchen is now being installed, the home environment continues to require improvement and some aspects of it are poor. For example, dirty walls require cleaning and painting, and there is a piece of broken furniture in the lounge. Although the child has a blind in his bedroom, he does not have curtains, despite asking for these on several occasions. Outside, the box containing the gas meter is broken, leaving the gas meter fully accessible. The inspector was informed that the child tried to access the gas meter the previous day, resulting in a physical intervention to prevent this from happening and stop the child from hurting himself and others. Aspects of the home environment do not show children that they are valued.

Staff raised concerns about the quality of care afforded to children. Although staff are positive about the support that they receive from the interim manager, they do not feel that the organisation they work for promotes good care for children. Staff raised concerns about the home environment and the impact this is having on the child's wellbeing. As a result, all but one member of staff has resigned and are working through their notice periods.

The home does not have enough staff to meet the needs of the child. Staff have needed to work additional shifts to cover gaps within the rota. The use of agency staff has been needed on four separate occasions during the last month, despite risk management plans saying that agency staff are not to be used to support the child, as this is a trigger for his behaviours. Gaps in the rota have resulted in the interim manager working on shift to support staff and the child. Consequently, this has contributed to shortfalls with managerial oversight.

Staff still do not receive the training that they require to provide safe and effective care to children. The individual needs of the child are not well understood because staff do not receive the relevant training to support them. This includes training to help staff understand their responsibilities relating children who go missing from care and online safety. Consequently, staff are not equipped with the skills and knowledge they need to respond to the child's complex needs effectively.

Managers have not obtained statutory plans from the placing authority, despite the child living at this home since August 2022. As a result, it is not clear if staff are providing support and guidance to the child in line with his care plan.

Risk management plans have not been reviewed and updated. They continue to contain information that has been copied from other documents, and so they do not provide individualised guidance to staff to help them to protect the child from harm.

The responsible individual does not oversee the management of the home well. Despite informing Ofsted that he would increase his presence at the home, he has visited once since the last inspection. The interim manager has been involved in incidents requiring physical intervention. No arrangements were made by the responsible individual to ensure that these incidents were reviewed in a timely way.

Following this monitoring visit, the notice to restrict accommodation remains in place. Ten requirements are raised. Of these, five are raised again as they have not been met in full, three new requirements have been raised, and two are restated because the end date had not passed and so they were not reviewed at this visit.

A notice to propose the cancellation of the home's registration has been issued to the provider. This is because the provider is unable to operate the home in line with regulation and has been unable to make and sustain improvements to the quality of care provided to children. The provider has the opportunity to make representations to Ofsted before a final decision is made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2022	Full	Inadequate
01/03/2022	Full	Good
09/11/2021	Full	Inadequate
18/12/2019	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 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 environment and repairs and improvements are carried out quickly. This requirement was raised at the last inspection and is repeated.	4 January 2023
The children's views, wishes and feelings standard is that children receive care from staff who—	22 December 2022

develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(a)(b)(c) (2)(a)(iii)) This specifically relates to ensuring that children's wishes are heard and responded to, particularly referencing a child's wishes to have curtains in their bedroom.	
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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(d)) 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. In addition, ensure that the environment is safe for children.	4 January 2023

This requirement was raised at the last inspection and is repeated.	
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; 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, that managers understand how the shortfalls in the care provided impact on children and take steps to review and improve the quality of care for children. This requirement was raised at the last inspection and is repeated.	4 January 2023
The care planning standard is that children— receive effectively planned care in or through the children's home; and	4 January 2023

have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) This specifically relates to children receiving carefully planned care in the home and managers assessing the impact effectively. This requirement was raised at the last inspection and is repeated.	
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). An individual may only carry on a home with another individual or other individuals, otherwise than in a partnership, if that individual and each other 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; and the individual is financially 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)) This requirement is restated as the end date had not passed at the time of this inspection.	22 December 2022
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1))	4 January 2023

This specifically relates to the registered provider having no manager appointed for the home.	
The registered person must ensure that— 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)(b)(i)(ii)(c)) This specifically relates to ensuring that when the manager is involved in a restraint, the incident is reviewed by someone independent of the incidents and those involved are spoken to in a timely manner in line with regulation. This requirement was raised at the last inspection and is repeated.	22 December 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

This requirement is restated as the end date had not passed at the time of this inspection.	
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Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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: Post vacant

Inspector

Kev Brammer, Social Care Inspector

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