

1275228

Registered provider: Homes 2 Inspire Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company that is owned and operated by a large national charity. It is registered to provide care for up to two children with emotional and social difficulties.

The home is led by a registered manager who was appointed in September 2022.

Inspection dates: 18 and 19 July 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/08/2022	Full	Good
18/01/2022	Full	Good
08/10/2019	Full	Outstanding
11/02/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children with differing care experiences and levels of engagement receive consistently high levels of care and support. A strength of the home is the positive relationships between children and staff. Children benefit from staff showing them emotional warmth and genuine affection. The children develop a sense of belonging and have a range of positive experiences. As a result, children are nurtured and receive consistently good and stable care.

Children's wishes and feelings are very well considered by the manager and staff. Children are involved in their own care planning and they choose their weekly menus and the activities they want to undertake. However, there is inconsistency in capturing and recording children's wishes and feelings. This limits children's participation in the running of the home and decisions that may affect their lives.

Children are encouraged and supported to explore their interests. They enjoy a range of activities and have many positive experiences. Children access community activities on a regular basis, and they are motivated to achieve their goals. Because of this, their confidence and self-esteem improve.

Children's contact with their families is encouraged and supported by the manager and staff. Good and safe arrangements are in place for children to spend time with the people who matter to them, even when they live some distance from the home. There is good communication between the home, family members and external professionals. This contributes to the stability of children's placements.

Children attend education daily. Well-established routines and structure mean that children are well prepared for their school day. Staff work closely with education providers to ensure there is effective partnership working to help children make good progress. Children are also encouraged and supported to attend work experience where possible. Children receive consistency in care and education. As a result, children engage with learning and make good progress.

The home environment reflects that children are valued and cared for. The environment is homely and welcoming. Children's bedrooms are personalised. Staff ensure children develop a sense of belonging and stability. They see themselves as a family around the children, in a family home. This supports the progress and experiences of the children.

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

The staff have a good understanding of their safeguarding roles and responsibilities. Safeguarding training for staff is appropriate for the current needs of the children. Staff refresh their knowledge in key areas of training, although not all staff are up to date with this. Staff would also benefit from exploring safeguarding issues during

team meetings. This would raise staff awareness and knowledge of safeguarding matters and coordinate agreed approaches to care and protection.

There have been very few incidents of children going missing from care. When this happens, staff have followed missing-from-care protocols and procedures. Staff understand what action to take in the event of a child going missing. However, not all records are sufficiently detailed or have management oversight.

Staff support children in developing independence skills that are appropriate for their age and development. This includes taking age-appropriate and well-managed risks. Staff are confident in supporting children to access community facilities and try new things. This encourages children to explore their interests and take part in activities that are fun and stimulating.

At times, staff use physical intervention in response to children's unsafe behaviour. Records show that these interventions are necessary and proportionate. There is a cohesive approach with instructors, who help staff implement the preferred method of behaviour management. They work closely with the manager to ensure that each intervention is reviewed and reflections and learning are completed and implemented. However, on some occasions, records do not use compassionate and caring language. The manager and instructors are aware and have plans in place to improve this.

Children enjoy the trusting relationships built with the manager and staff. Children know they are listened to. They can share their worries or concerns with staff and these are taken seriously. This reflects the staff's ability to manage and support children to work through any worries they may have. This supports children to feel safe and secure.

The effectiveness of leaders and managers: good

The registered manager is relatively new in post. He speaks with commitment and enthusiasm about the children and staff. The manager has started to evaluate and improve the effectiveness of care and establish new systems and processes. He has worked hard to develop an environment that is a positive one for children.

The manager's quality assurance and monitoring systems are variable, and some internal systems do not consistently identify or rectify the shortfalls identified. For example, there are gaps in the regularity of health and safety logs, children's meetings and one-to-one meetings with staff. In some cases, it is not clear what actions have been taken to address shortfalls because quality assurance records are not fully completed.

There have been extensive changes in the staff team and challenges in recruiting new staff. At times, this has led to staff shortages. Children have found the changes in staff difficult to manage. However, the managers make sure that there are adequate numbers of staff who know the children.

The staff have faced some difficult situations. They have had to manage some challenging behaviours. Staff experience positive support from the managers and external professional agencies. Bespoke training has been arranged to support the development of staff in relation to these difficult situations. As a result, staff are receiving the development and support they need to persevere through some challenges.

Partnership work with external agencies is very positive. External professionals commended the manager and staff on their good communication and the cohesive approach to the care provided. A common theme in the feedback was the positive communication from the manager and staff and the progress children make and how happy they are living at the home.

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, The 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically relates to having effective quality assurance systems in place that lead to improved outcomes for children.	18 September 2023

Recommendations

- The registered person should ensure that children are consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted on. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified

and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. Professionally qualified staff employed by the home, for example, teachers or social workers, should be provided with relevant professional or clinical supervision by an appropriately qualified and experienced professional. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 1275228

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire Limited

Registered provider address: Lumonics House, Valiant Office Suites, Valley Drive, Swift Valley Industrial Estate, Rugby CV21 1TQ

Responsible individual: Kathryn Scoltock

Registered manager: Liam Walsh

Inspectors

Thirza Smith, Social Care Inspector
Emma Dacres, Social Care Inspector

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