

# 1275228

Homes 2 Inspire Limited

Monitoring visit

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. The home 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 date: 26 September 2023**

## **This monitoring visit**

This monitoring visit was carried out following anonymous complaints received by Ofsted. The complainants stated that there have been continuing incidents in the community involving children from the home. In addition, complainants raised concerns for children's welfare, and about the insufficiency of care and support by staff to meet the needs of children.

Requirements set at the home's most recent full inspection on 18 July 2023 were not considered during this visit. These requirements remain in place and will be reviewed at the home's next inspection.

The home has had a period of instability since the inspection on 18 July 2023. The staff have faced some difficult and challenging situations. They have had to manage some challenging behaviours from children, both within the home and in the community. Despite these difficulties, children have positive relationships with the managers and staff.

Staff do use physical intervention. This is to prevent children from placing themselves and others at risk of serious harm. Records are completed in full. These show that interventions are necessary and proportionate, although not always effective. As a result, there have been occasions when staff have received injuries during these incidents.

Recording of incidents is good and written records are sufficiently detailed. All incidents are reviewed by the manager. This includes evaluation of the incident and actions that need to be taken. External professionals also audit and review records and provide actions to address any shortfalls. This will continue to drive forward the improvements.

Children know how to complain if they are unhappy about any aspect of their care. Complaints are taken seriously, investigated and acted on. Children receive feedback about their complaint in a timely manner. Children also have the opportunity to speak to other external professionals about any concerns or complaints they may have with the home. This supports children to have a voice and feel listened to.

The evidence gathered at this monitoring visit shows that the provider continues to address the complaints and concerns that are being raised. The manager takes the necessary steps to raise concerns and complaints to the required external professionals to ensure good and continued cooperation with other agencies.

The manager and company directors acknowledge and recognise that there are ongoing difficulties in recruiting and maintaining staff. The recruitment of staff with the right skills and experience remains ongoing.

Senior managers, along with the home's manager, are committed to ensuring that they have a visible presence in the home. This provides reassurance and support to the staff and children while the team acquires the experience and skills to continue to provide a good quality of care despite the challenges.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 18/07/2023      | Full            | Good                 |
| 30/08/2022      | Full            | Good                 |
| 18/01/2022      | Full            | Good                 |
| 08/10/2019      | Full            | Outstanding          |

## 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 with the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Due date          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential;</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.<br/>(Regulation 13 (1)(a)(b) (2)(h))</p> | 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 upon. ('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**

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:** 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

## **Inspector**

Thirza Smith, social care inspector

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