

1277497

Registered provider: Hopscotch Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately operated home provides care for up to four children with social and emotional difficulties.

The home registered with Ofsted in June 2018. The registered manager post has been vacant since 1 May 2023. The new manager has applied to register with Ofsted.

Three children were living in the home at the time of this inspection.

Inspection dates: 23 and 24 January 2024

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: 8 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/06/2022	Full	Good
08/03/2022	Full	Requires improvement to be good
07/10/2019	Full	Requires improvement to be good
13/11/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are able to build trusted relationships with staff. Children say that they feel safe, and they know how to raise complaints should they need to. Staff clearly know the children well and the relationships are observed to be warm and reciprocal.

Staff place the well-being of the children at the heart of their care. Children's achievements are celebrated and rewarded appropriately. Staff say that they work in an environment that promotes positive praise and a nurturing ethos. The needs of the children are met to a good standard.

One child said that they had a positive experience moving into the home. They went on to say, 'I have never had a home like this, never had a place where all the other kids aren't all naughty, I get spoilt here.' Another child told us their home is 'boss.'

Children are welcomed into the home and they receive information about the home prior to their arrival. Children are encouraged to look around the home, where possible. Where this is not possible, staff travel to the child's location to meet the child face to face. When endings are not planned, the welfare of the child is the primary consideration.

Some children experience positive transitions from the home and have experienced positive outcomes.

External professionals say that staff communicate with them and always ensure that they are updated about any changes. One child's independent reviewing officer said that staff in the home have been flexible and dynamic in supporting the behavioural needs of the child. Another child's social worker said that their child couldn't wait to come to live in the home after meeting the staff.

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

Children say that they feel safe and supported. Children are able to develop their independence, and this is reflected in risk assessments. Risk assessments are reviewed regularly and updated following any changes in need. Risk assessments are clear and include details of the steps staff should take to reduce risk.

Children are supported to take risks appropriate for their age. One child is increasing their independence and has been encouraged to manage safe risks when in the community. This means that they are gaining valuable independence skills for later in life.

When children go missing from home, staff follow them and record the chronology of events effectively. When children return home, staff carry out a debrief with them and this is reviewed by the management team. One child has reduced the number

of missing from home incidents since their arrival at the home. Independent return home interviews are not always completed by the local authority. This is a missed opportunity for children to reflect on their time away from home. It is also a missed opportunity to hear, from the child, about why they went missing and to fully understand any risks.

When physical intervention is needed, this is used as a last resort and only to keep the child safe. Records are made of any intervention used and this is reviewed by the management team. However, the records could be strengthened by including a clear description of the interventions used.

The home has a friendly and warm environment and is welcoming. There are some repairs and maintenance issues that could present a hazard and which are not always addressed in a timely manner.

Any issues with staff practice or conduct are managed effectively. Where practice issues are raised, staff are given an opportunity to have additional support through action plans.

The effectiveness of leaders and managers: good

The new manager has applied to be registered with Ofsted. The new manager is child-centred in their approach and has the welfare and best interests of the children at the forefront of the home's ethos.

Leaders work effectively with external agencies. Professionals say that the leaders and managers communicate well and inform them when safeguarding concerns are raised.

Supervisions are regular and effective. Staff say that they feel able to share any concerns with their managers. Staff say the home is settled and managers promote an environment that encourages children to share their wishes and feelings. One staff member said, 'The home truly feels like a family and always has a warm and welcome feel to it.'

Team meetings are held regularly, when a wide range of issues are discussed. Team meetings are a chance to discuss the needs of the children living in the home and celebrate their progress.

Leaders and managers are well motivated and aspirational for the life experiences of the children. Staff say that they feel they can approach their managers for support and guidance. Children also say that they can talk openly with the staff and managers. They say that the door is always open to them.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the quality-of-care review is evaluative and contains feedback from wider stakeholders. The review should enable the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next six months of delivery within the home and how those actions will be addressed. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraphs 15.2 and 15.4)
- The registered person should ensure that records of restraint are kept, and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure that it meets the needs of each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraphs 9.59)
- The registered person should ensure that independent return home interviews following any period of missing from home are completed in line with statutory guidance and include an independent return home interview. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraphs 9.25)
- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. Any damages should be quickly repaired. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 1277497

Provision sub-type: Children's home

Registered provider: Hopscotch Care Limited

Registered provider address: 19 Lancaster Road, Carnforth, Lancashire LA5 9LD

Responsible individual: Scott Usher

Registered manager: Post vacant

Inspector

James Meeks, Social Care Inspector

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