

1278708

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 national charity. The home is a solo placement, caring for one child with complex needs at any one time.

The manager registered with Ofsted in September 2022.

Inspection dates: 13 and 14 March 2023

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

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

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 August 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/08/2021	Full	Outstanding
23/10/2019	Full	Good
29/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, two children have lived at the home, and one child has moved out of the home. At the time of this inspection, one child was living at the home.

The staff provide outstanding care for the child. The staff understand the child's complex needs. An external psychotherapist said, 'The staff have scaffolded around the child. It is because of their persistency, commitment and care that the child has been able to live in the community safely.'

During the inspection, the child was observed to have built trusting relationships with staff. The child has completed a circle of trust exercise. She identified several staff as being part of her trusted circle. Staff are nurturing, compassionate and kind. The child feels loved, valued and understood.

The child has made exceptional educational progress following a prolonged gap in accessing education before moving to the home. The child attends an education provision and is accompanied by staff from the home. One of the tutors said, 'I have been blown away by the level of care from the staff, it is amazing. The child has only been able to engage in education because of the emotional support that she is getting.' One staff member said, 'I am so proud that she achieved attending college. I cried. She is amazing.' Staff understand what the child needs in order to flourish in education.

The staff use different resources and find creative ways to engage the child in exploring important topics. The staff give the child reassurance and validate her feelings throughout key-work sessions. The child has taken part in written exercises and made posters to explore emotions, sexual health and budgeting. Finding enjoyable ways to learn makes key work meaningful. Staff expressing how much they care about the child helps them feel safer and secure.

The child is supported to have regular time with her family. She spent Christmas day with her mother for the first time in several years. This experience was a huge milestone for the child. It impacted positively on her self-esteem and sense of identity.

The child has been able to enjoy a range of activities in the community. These have included day trips to the seaside, theme parks and bowling. Being able to safely access and enjoy activities in the community is excellent progress for this child.

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

The child's social worker is impressed with how well safeguarding incidents are managed. Staff have undertaken appropriate safeguarding training. They are confident and well equipped to manage safeguarding incidents. The child has an extremely complex background and history. She has been, and continues to be, exposed to risky situations within the home and within the community. However, the calm and competent way that staff support the child during incidents means that the child is kept safe, and she is thriving.

The manager has an agreed risk assessment with the child's social worker and mental health professionals. The manager understands the need for a multi-agency approach. The professional team regularly reviews the risk assessment. This joined-up approach is effectively safeguarding the child.

There have been some serious incidents of self-harm. Staff confidently manage the incidents and offer the child reassurance and appropriate medical attention. The child has regular sessions with a psychotherapist and an occupational therapist. Staff are helping the child to develop self-soothing strategies. The child's psychotherapist reported that the manager and staff have a therapeutic approach and feels they understand the child's needs. Staff complete body maps following incidents, although these sometimes lack detail. This can make it difficult to see the severity of injury to inform future planning. The child has specialist care and is being helped to learn to express difficult emotions safely.

Staff only use physical intervention when it is required to prevent the child from harming themselves. The interventions have been low level and proportionate. Following incidents, the manager completes a reflective debrief with staff and the child's views are listened to. Being reflective, listening to the child and being open to learning means that practice in this area remains appropriate.

There have been two missing-from-home incidents. The incidents involved a child who previously lived at the home. The staff managed these incidents well and welcomed the child back home once they were found. Staff ensured that the child was offered an independent return home interview to inform future planning and reduce risk of further incidents of missing.

The effectiveness of leaders and managers: outstanding

The manager is an inspirational leader and demonstrates strong ambition for the child. She has exemplary oversight of all aspects of the child's care. The manager appropriately challenges other professionals and advocates on behalf of the child. The manager is tenacious in ensuring that any decisions and plans about, and for, the child are in their best interests.

Staff receive excellent training that is bespoke to meet the child's individual needs. Staff also receive specialist training from a clinical psychotherapist. Staff are helped to understand children's histories and trauma. The clinical psychotherapist is highly

complimentary about the staff, explaining that they really understand and deliver trauma-informed care. As a result of this, staff are skilled and empowered to deliver excellent care.

Staff report that their manager is fantastic, and that the manager really cares about the child and the staff. Staff feel valued and respected.

The staff have regular supervisions and feel exceptionally well supported by the manager. The staff have regular opportunities to reflect on their practice following difficult incidents, and have access to an employee assist programme that offers counselling and support.

Feedback from external professionals is very positive. A social worker reported that the manager and staff are highly skilled. She said that staff go above and beyond expectations to care for the child and that communication is excellent. Working cohesively with external professionals helps to ensure that the child receives joined-up, child-centred care.

The manager has submitted their internal monitoring report to Ofsted, as required. Overall, the report is of a good quality. However, the report would benefit from improved evaluation and feedback from professionals to inform future developments for the home.

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

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Specifically, ensure that body maps are clear and give all relevant information. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should undertake a review that focuses on the quality of the care provided by the home, the experiences of children living there, and evaluate the impact that the care is having on outcomes and improvements for the child, and include relevant feedback from professionals. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.2)

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: 1278708

Provision sub-type: Children's home

Registered provider: Homes 2 Inspire Limited

Registered provider address: Lumonics House, Valiant Office Suites, Valley Drive
CV21 1TQ

Responsible individual: Daniel Thompson

Registered manager: Sarai Campbell

Inspector

Amy Miles, Social Care Inspector

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