

2510847

Registered provider: Hopscotch Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation and is registered to provide care for one child. The home provides care to children with social and emotional difficulties.

The manager has been registered with Ofsted since December 2021.

The child was not seen during the inspection.

Inspection dates: 10 and 11 May 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: 12 April 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/04/2022	Full	Good
02/02/2022	Full	Inadequate
04/03/2020	Interim	Sustained effectiveness
17/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children move in to the home and on from the home in a positive way. The manager and staff provide the child with individualised care. The child's care plans are understood and followed by staff. This ensures that the child receives consistent care.

The manager and staff have a positive relationship with the child, which means they can support, guide and advise them to enhance their development. The child has the opportunity to share their views, wishes and feelings and have input into decisions about their life. This helps the child to feel listened to, valued and respected.

The child is making good progress in education and has aspirations for the future. The child is supported to develop their independence skills in line with their age and individual needs. The manager and staff support the child to make progress in all aspects of their life.

Staff prioritise the child's health and well-being, and encourage them to attend routine health appointments. The manager and staff work with the company's therapist and external agencies. This ensures that the child's emotional health and well-being needs are met.

Staff support the child to see their family members. This helps the child to maintain relationships with people who are important to them.

The home is decorated and furnished to a good standard. Repairs to the child's bedroom wall and decoration of the bathroom door are required to ensure that it remains homely. The child is encouraged to have a choice in the decoration of their bedroom and home. This supports the child to develop their identity and create a sense of belonging.

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

The safety and welfare of the child are at the centre of staff's practice. This helps staff keep the child safe. The child's risk assessments and behaviour support plans address their vulnerabilities and include clear strategies for staff to follow. Plans are reviewed and updated following any incidents.

On the occasions when the child has been missing from home, staff have known how to respond. They have taken appropriate action and have been proactive in locating the child and encouraging their safe return in line with protocols. The child should have the opportunity to speak to someone independently to share any worries.

Staff undertake a range of safeguarding training, including training on harmful sexual behaviours, exploitation, self-harm, and internet safety. This means that children's risk-taking behaviours are understood and managed well by the staff.

A professional was complimentary about the quality of the care and protection that the child receives. They gave positive feedback, saying 'They are meeting the child's needs and providing outstanding support. [Child's name] is definitely safeguarded by the team.'

On one occasion, staff had to physically hold a child to keep them safe from harm. The manager reviewed this and felt that the intervention was proportionate and necessary. Staff are trained in physical intervention and de-escalation techniques to keep children safe.

The manager has risk assessed the location of the home to ensure that the child remains living in a safe area. This allows the manager to put strategies in place to reduce any perceived risks.

The effectiveness of leaders and managers: good

The manager has managed the home since December 2021, and is enrolled on the relevant management qualification training. The manager and staff have high aspirations for the child in their care.

Staff say that they feel supported by the management team. Staff receive regular supervision and have their performance appraised annually. This supports staff to discuss the progress of the child and consider their own professional development. Appraisals would benefit from having feedback from professionals who work with the member of staff and from the child living in the home.

Staff who are new to the home have been supported into the role through a thorough induction, and have completed training and shadow shifts prior to starting as a team member.

There is a strong focus on staff development and working together as a team. One member of staff said, 'I love it, there is a really good development programme, and staff really support one another.'

Upon completion of staff's probationary period, they are enrolled onto training for the relevant qualification so that they can complete this within timescales. However, two members of staff will not be able to achieve their qualification. This means that the child living in the home will not always be cared for by staff who are qualified.

The manager has internal and external monitoring systems in place to look at the strengths and weaknesses of the service. The manager reviews the home on a six-monthly basis. The monitoring would benefit from having consistent feedback from children and stakeholders, and reports being sent to the regulator in a timely

manner. This would support the manager in further developing the service and being able to take swift action when any shortfalls arise.

Two requirements and one recommendation from the last inspection have been met.

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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (1) (2) (4)(a)(b) (5)(a)(b))	25 June 2023
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires.	25 June 2023

The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children’s well-being. The independent person’s report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. The independent person must provide a copy of the independent person’s report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (2)(a) (4)(a)(b) (5) (7)(a)(b)(c)(d)(e))	
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(a)(b)(c) (5))	25 June 2023

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Specifically, ensure that the bathroom door is repainted and the repairs to the hallway are completed. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)
- When a child returns to the home after being missing from care, the responsible local authority must provide an opportunity for the child to have an independent return-home interview. Specifically, ensure that after each missing-from-home episode a return-home interview is offered. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Home Regulations, including the quality standards', page 45, paragraph 9.30)
- All staff must have their performance and fitness to carry out their role formally appraised at least once annually. Specifically, the appraisal should take into account the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Home Regulations, including the quality standards', page 61, paragraph 13.5)

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: 2510847

Provision sub-type: Children's home

Registered provider: Hopscotch Care Ltd

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

Responsible individual: Richard Witt

Registered manager: Keri Alston

Inspector

Julie Elder, Social Care Inspector

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