

2528141

Registered provider: Hopscotch Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns the home. It provides care for one child who may experience social and emotional difficulties. The child was not seen during the inspection.

The manager registered with Ofsted on 20 December 2021.

Inspection dates: 24 and 25 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	outstanding
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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: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/04/2022	Full	Requires improvement to be good
01/02/2022	Full	Inadequate
05/11/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child moved into the home in a planned 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 work closely with education professionals to secure the best education options for the child. The child is currently being educated at home with the support of an educational establishment. The child is beginning to make progress in education. Managers and staff understand the child's barriers to learning.

Staff encourage the child to attend routine health appointments. The manager and staff work with the company's therapist and external agencies to support the child's emotional health and well-being.

The manager and staff are building positive relationships with the child. This 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 supports the child to feel listened to, valued and respected.

The child has a good routine and structure in place and is supported to develop their independence skills in line with their age and individual needs. This supports the child to develop necessary skills in preparation for adulthood.

Staff support the child to see their family and friends. Staff have good relationships with family members, which helps the child to maintain relationships with people who are important to them.

The home has recently been decorated to a good standard throughout. Some new furniture and soft furnishings have been purchased. The child was encouraged to have a say in the decoration of the home and their bedroom. This creates a sense of belonging and identity, and enables the child to invest and take pride in their home.

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

Managers and staff have a good understanding and demonstrate knowledge of the child's risk-taking behaviours. They follow robust risk management plans to reduce risk. Staff are trained in issues such as child exploitation, county lines and online safety, which supports them to manage the child's behaviours effectively.

Before the child moved in, the manager assessed any known risks and was confident that the staff team was able to meet the needs of the child. Due to this, and the

consistency of staff and the level of care and attention given to the child, the child's risks have decreased, and they are making progress from their starting point.

On the one occasion the child has been missing from care, staff were proactive in their approach to try and locate the child and return them home safely, in line with protocols. A return home interview was offered and staff spoke to the child to try to identify triggers, so that further strategies could be put in place to reduce the risk.

Staff are trained in physical intervention and de-escalation. However, they have not had to hold the child. This is due to the positive relationships staff have built with the child, which has allowed them to successfully de-escalate situations and support the child to regulate their emotions.

One external professional who works with the child said, '[Name of child] has turned a corner in the last two to three months and is doing really well. I have no worries or concerns and I am happy with the care being provided.'

The effectiveness of leaders and managers: outstanding

The manager is suitably qualified and experienced. She provides strong and effective leadership to a highly motivated staff team. The leadership and management of the home are exemplary. The registered manager and the staff demonstrate a clear vision and have a shared commitment to providing the best possible care for the child.

The manager recognises the importance of continuing to drive improvements and develop the service. She regularly shares good practice and relevant research with the team and wider organisation. This means staff are able to develop their knowledge and understand theories in relation to children's trauma and risk-taking behaviours.

The manager has embedded effective monitoring and reviewing systems. She has taken into account requirements and recommendations made by a variety of professionals. This has supported her to create an action plan to demonstrate how she is listening to ideas to continually improve the quality of care that staff provide for the child.

The manager has established strong partnerships with relevant professionals. Collaborative working has ensured an integrated approach to meeting the child's needs. Staff actively engage with education providers, healthcare providers and external support services. This enhances the child's well-being and promotes positive outcomes.

Staff training and the home's induction arrangements ensure staff can meet the needs of children placed in their care. A programme of training provides staff with up-to-date knowledge and skills. When children have specific needs, staff engage in bespoke training. This means staff can deliver tailored care.

Team meetings and staff supervisions are reflective. Staff discuss good practice to provide a consistent approach and reflect on difficult situations. Staff receive an annual appraisal which provides feedback on their performance. This means staff develop their skills, which provides the best care for the child.

This inspection identified minor shortfalls, but no impact on the child. The safer area report and the independent person's report lack consistent feedback from stakeholders. This would support the manager in further developing the service and being able to take swift action if any shortfalls arise.

Staff feel supported by the manager and say that she is a strong, inspirational leader who has the child and staff's welfare at the forefront of her practice. As a consequence, staff morale is high, staff turnover is low and the child is making progress. One member of staff said, 'The support network here is absolutely fantastic. I've never felt so happy coming to work. We all work really well together.'

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

Recommendations

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. Specifically, ensuring where possible that feedback is obtained from children and stakeholders. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. Providers should refer to the non-statutory advice about the location assessment process, in particular to incorporate feedback from safeguarding services. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

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: 2528141

Provision sub-type: Children's home

Registered provider: Hopscotch Care Limited

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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