

2528141

Registered provider: Hopscotch Care Limited

Assurance 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 manager registered with Ofsted on 20 December 2021.

Inspection date: 27 March 2023

Date of last inspection: 12 April 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

The manager and some staff members have a good relationship with the child, and other staff members are working hard to build relationships with the child. The manager and staff provide the child with stability and a sense of belonging. The child lives in a nurturing and supportive home.

Staff support the child to overcome any barriers they may face. They listen to the child and try to understand what their worries are. This supports the child to be able to regulate their emotions. The manager and staff have good relationships with the child's family and friends. This is supporting the child to see their family and friends regularly. This gives the child a sense of identity and belonging.

The manager and staff work with education professionals to address barriers to the child's learning. For example, they have created a blackboard wall in his bedroom to use instead of work sheets. This provides informal learning for the child.

Staff speak of the child with positive regard. One member of staff said, 'I have a good attachment to him. Incidents are very rare now. He will try and be mischievous and he likes me to ruffle his hair.' Staff spend time with the child to gain their views, wishes and feelings. This ensures that the child feels listened to.

Staff provide consistent rules and boundaries for the child, which are beginning to have a positive impact. The child is beginning to make progress from their starting point.

The child has the option to personalise and decorate their bedroom. However, the child's bedroom, hallway and lounge would benefit from redecoration and new soft furnishings to make the home more homely.

The safety of children

Staff understand the risks to the child. The child's risk assessment addresses their vulnerabilities and includes clear strategies for the staff to follow. Staff take suitable precautions to allow the child to take reasonable risks as part of their development.

Staff work therapeutically. They are supported by the company's psychologist to build positive relationships and review relevant plans for the child. This ensures that the child's safety is at the centre of practice.

It is rare that the child has been missing from home. However, on these rare occasions, staff have responded in line with risk management plans. They have worked with the police to ensure that the child was returned home safely.

On occasions, staff have had to call the police to support them to manage the child's behaviour. However, this has significantly decreased from when the child first moved in. Staff are trained in physical intervention and de-escalation techniques. On the rare occasion when physical intervention has been used, it was proportionate and necessary to ensure the safety of children and staff.

Allegations are managed well. Leaders and managers take appropriate action and communicate effectively with other professionals to ensure that child is safe living in the home.

The effectiveness of leaders and managers

The manager has been registered with Ofsted since December 2021. She holds a relevant childcare qualification and is working towards her residential management qualification.

The manager is providing effective and efficient leadership. She provides effective management oversight and ensures that the child's needs are understood and that they receive a good standard of care and support. The manager is responsive to the child's wishes and adapts support as required to meet the child's changing needs.

Staff say they feel supported and valued and receive regular supervision. One staff member said, 'Support is absolutely brilliant. I came here as a stop gap and I didn't want to leave. [Name of manager] is amazing, she checks in on me. The support from the team is brilliant.'

Some staff are qualified and other staff are working towards the qualification. Staff are up to date with most training courses. However, some staff are not first-aid qualified. Staff take part in regular team meetings. This ensures that they can reflect on their practice to continue to meet the needs of the child in their care.

The registered manager has responded positively to previous requirements and recommendations. Leaders and managers have monitoring and reviewing systems in place to ensure that the service is monitored and the strengths and areas for improvement are identified.

There is not always at least one member of staff on shift who is first-aid qualified. This does not ensure that the staff can respond appropriately to any emerging first-aid needs. The quality of care review does not consistently critically analyse the quality of care or include feedback from children, family members, professionals and staff.

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

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 ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (1) (2)(a))	7 May 2023
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. (Regulation 45 (2)(a)(b)(c))	7 May 2023

Recommendation

- The registered person should ensure that children's homes are nurturing and supportive environments that meet the needs of their children. Children's homes must comply with relevant health and safety legislation (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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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