

2539587

Registered provider: Compass Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to 8 children who may experience social and emotional difficulties. At the time of the inspection, 3 children were living in the home, and all were spoken with.

The manager registered with Ofsted in September 2023.

Inspection dates: 28 and 29 April 2026

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

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

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 22 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2025	Full	Good
14/05/2024	Full	Good
17/04/2023	Full	Good
30/08/2022	Full	Good

Summary of findings

Leaders, managers and staff do not fulfil their roles and responsibilities to safeguard children and promote their progress and wellbeing.

Children have moved into and on from the home without effective care planning, resulting in children experiencing heightened risk, further moves and instability. Children's wishes are not listened to, and they feel that they do not receive the care that they need from staff and managers.

Leaders and managers have not ensured that staff have the knowledge and skills to meet children's individual needs. They have not ensured that children's plans provide staff with the guidance and information required to safeguard children.

Leaders and managers do not consistently follow allegation management processes or share information about significant incidents accurately with relevant professionals and Ofsted. This hinders these agencies in making informed decisions about the care of children.

Inspection judgements

Overall experiences and progress of children and young people: inadequate

The serious shortfalls identified in the help and protection of children have negatively affected children's overall outcomes, experiences and progress.

Children do not experience well planned moves into the home. They are unprepared for their arrival at the home, creating feelings of anxiety for them and instability for children already living at the home. The compatibility of children and the complexities around risks are not fully explored by managers. Leaders and managers do not ensure that staff have the knowledge, skills and practice guidance to provide quality, safe care for children. Some children feel that their wishes and feelings are not listened to, as leaders and managers prioritised the needs of others.

Staff support children to visit their friends and family. However, there is limited information relating to children's friends and family and the impact that these relationships may have on children's safety is not recognised. These shortfalls have prevented staff and other agencies from taking immediate action to locate and safeguard children when needed.

The home is warm and welcoming with rooms decorated in bright colours. Children choose the style and decoration of their own bedrooms. However, other areas of the home and garden need attention so that they are well maintained and provide inviting spaces for children.

Children's movement around the home is restricted, with internal doors being locked. This prevents children from accessing a toilet, the utility room and communal rooms. The rationale for these restrictions is unclear.

Children's educational attainment is mixed and not all children have identified education provisions. However, there are some strong links with the virtual school and together with staff they provide tutoring for children while appropriate and longer-term arrangements are made in respect of their education.

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

Staff have not taken action to protect children from harm. A member of the public was able to enter the home and access secure areas, including a child's bedroom. While it is acknowledged that the member of the public had intervened to support a child and staff experiencing difficulties in the community, this level of access to the children's home by an unknown adult was not appropriate. Staff did not seek support from managers to help them to understand how to manage this situation.

Leaders and managers do not have effective oversight of significant safeguarding incidents, and their decision-making does not protect children from harm. Despite concerns about staff conduct and safeguarding practices, leaders and managers enable these staff to continue to care for children without ensuring that lessons learned and identified actions from investigations into concerns are fully implemented.

Children know how to make a complaint and are able to voice their concerns. However, when allegations are made by children, leaders and managers do not consistently follow allegation management processes. Children are not kept informed of the outcome or offered ongoing support during the investigation process. This means that they do not always feel listened to and are not assured that their concerns are taken seriously.

Children's plans do not provide staff with the guidance and information required to safeguard children. Learning from incidents is not used to develop staff knowledge and update children's plans. This affects the staff's ability to make safe decisions and respond appropriately to manage and reduce risks to children.

Managers do not accurately share information with relevant people as required. Information that is shared with professionals, including Ofsted, following significant safeguarding incidents is not sufficiently detailed. Professionals are forming decisions about the safety and wellbeing of children without a full and accurate understanding or knowledge of the incident. This does not help to safeguard children effectively.

The effectiveness of leaders and managers: inadequate

Leaders and managers do not promote the welfare and safety of children, and their oversight of incidents and staff practice is ineffective. Managers do not always recognise the shortfalls in staff practice and there are missed opportunities to protect children.

Staff supervision sessions and team meetings are held regularly. However, supervisions and team meetings are not used to promote learning or reflect on children's needs, incidents and presenting risks.

Leaders and managers have not ensured that the provider's statement of purpose accurately reflects this home. Information about staff experience and qualifications is not representative of the team and this document does not clearly demonstrate the care this home can offer. This hinders professionals from making informed decisions when searching for placements for children.

There has been a deterioration in the quality of care provided to children. While leaders and managers recognise this, they are not using monitoring activities effectively to drive improvement.

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

Statutory requirements

This section sets out the actions that the registered person must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirements	Due date
* The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(iii)(v))	14 June 2026
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and	14 June 2026

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h))	
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— ensure the effective induction of each child into the home; and manage and review the placement of each child in the home. (Regulation 14 (1)(b) (2)(a)(b)(i)(ii))	25 June 2026
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare;	25 June 2026

help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7(1)(a)(b)(c) (2)(a)(i)(iii)(e))	
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; any actions taken by the registered person as a result of the matter; and must be made or confirmed in writing. (Regulation 40 (4)(e) (5)(a)(i)(ii)(iii)(b))	25 June 2026
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (1) (3)(a))	25 June 2026
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises—	25 June 2026

is necessary and proportionate; and	
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is kept under review and, if necessary, revised. (Regulation 21 (b)(c)(ii)(iii))	
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*These requirements are subject to a compliance notice.

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: 2539587

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

Registered provider address: 3 Rayns Way, Syston, Leicester LE7 1PF

Responsible individual: Rebecca Gomersall

Registered manager: James Binks

Inspector

Rachel Moore, Social Care Inspector

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