

2630796

Registered provider: Compass Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home, provides care for up to four children who may experience social, emotional and mental health needs. There were two children living at the home at the time of the inspection.

The manager has been registered with Ofsted since August 2023.

Inspection dates: 26 and 27 March 2024

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: 24 January 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a welcoming home that is furnished and decorated to a high standard. Children's photos are on the walls, and their bedrooms are personalised when they move in. Communal areas, including a spacious lounge, kitchen and dining area, enable the children and staff to spend time together. A 'snug' room offers a comfortable area for children to have quiet time while also providing a safe space for therapy.

Children's moves into the home are well planned. Detailed assessments of risk are completed, with appropriate actions identified to support children when they move into the home. The needs of current children living at the home are carefully considered, ensuring suitable compatibility of the children's needs. As a result, children experience positive moves into the home.

Since the last inspection, three children have moved on from the home. Staff recognise the individual needs and anxieties of children when they move on from the home and identify ways to support them. One child who has recently moved out is receiving ongoing support and advocacy from the registered manager. This ensures that the child continues to feel loved and cared for as they settle into their new home.

Children are supported to access education. Children are provided with resources and structure to undertake home learning and revision. They have access to extra-curricular activities to further encourage learning opportunities. One education professional described communication with the registered manager as very good and has regular meetings with them. Children are reported to be making good progress at school.

Children are supported to see their families and friends. One family member is happy with the progress their child is making at the home and feels that staff understand their child's needs well. Positive relationships are encouraged, and children often have friends over to visit them. However, arrangements to ensure that children do not view other children's personal information displayed in the staff office are ineffective. Consequently, children's right to privacy is not fully protected.

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

Managers and senior leaders take prompt and effective action following safeguarding concerns. Relevant authorities are notified, and swift action is taken to safeguard children. The registered manager works closely with partner agencies to educate children on how to keep themselves safe. Staff support children to further embed learning through regular key-working discussions. For example, staff have supported children to understand safe relationships and consent.

Children rarely go missing from home. When they do, staff are proactive in their response and implement procedures to support children to safely return. Safety plans are followed, and relevant agencies and professionals are informed. Children are warmly welcomed home and offered time to reflect with staff on the reasons why they went missing from home.

Staff encourage positive behaviour through appropriate praise and recognition when children are doing well. Positive and negative consequences are implemented to support children's behaviour. The use of any negative consequence is always discussed with children to seek their views. Furthermore, the registered manager will actively challenge any consequences deemed inappropriate and provide further reflection with staff in team meetings.

On occasions, staff undertake physical intervention to keep children safe. Any interventions used are reasonable and proportionate and only implemented as a last resort when de-escalation strategies have been ineffective. The registered manager maintains oversight of incidents and ensures that children are spoken to following any use of physical intervention.

There are suitable processes in place to ensure internal staff are safely recruited. However, these processes are not yet effective when agency staff are used. Additionally, records do not consistently demonstrate that original Disclosure and Barring Service certificates have been verified for newly appointed staff. This increases the risk of unsuitable individuals working with children.

The effectiveness of leaders and managers: outstanding

The home is managed by a passionate and ambitious manager. She has very high expectations of staff and puts children at the centre of decisions. She has a clear vision and strives to ensure children have positive experiences and happy memories of their time living in the home.

The registered manager ensures highly effective oversight of the children's care by using a range of monitoring systems. She recognises the home's strengths and areas for development. A robust action plan is reviewed and updated regularly, enabling the registered manager to promptly respond to any shortfalls identified. This informs ongoing service development and improving experiences for children.

The registered manager meets regularly with children on an individual basis. This provides a valuable opportunity to directly gather their views, wishes and feelings. Any complaints made are fully explored and responded to by the registered manager. This ensures children feel valued and that their voices are listened to.

Staff are skilled and undertake a thorough induction programme when they join the home. Staff receive ongoing training and development opportunities, including a package of specialist training to deliver the home's therapeutic model of care.

Staff receive regular and effective supervision. Children's needs are central to their conversations. Reflective discussions enable staff and managers to identify ways to improve practice. One staff member commented that the support they receive from managers is excellent and they feel appreciated in their role.

The registered manager maintains highly effective working relationships with external professionals and partner agencies. Social workers are promptly informed of incidents, with relevant information shared appropriately. The registered manager demonstrates outstanding practice in advocating for children. She persistently challenges professionals to ensure that the children's rights and entitlements are 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, The 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 privacy of children is appropriately protected (Regulation 21 (a)) This specifically relates to children accessing personal information regarding other children that is displayed in the staff office.	10 May 2024
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) This specifically relates to: safer recruitment processes for agency staff and Disclosure and Barring Service certificates .	10 May 2024

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: 2630796

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: Rachel Ashton

Registered manager: Jessica Pentinmaki

Inspectors

Chris Warren, Social Care Inspector

Sara Stoker, Social Care Inspector

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