

2720885

Registered provider: Compass Children's Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a large private organisation. It provides care for up to three children who have learning disabilities. Two children were living in the home at the time of this inspection.

The registered manager resigned in early July 2024. A new manager has been appointed. They are experienced and currently registered at another home. The provider intends for the manager to apply for dual registration, but no application has yet been received by Ofsted.

Inspection dates: 16 and 17 July 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/06/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child spoke to the inspector during the inspection. The second child chose not to talk to the inspector.

Staff provide children with aids to help them communicate. One child said they felt happy and supported in the home and were able to name staff they would turn to if they were feeling upset or worried.

The home is well maintained, clean and tidy. Staff involve the children in decisions about the decor for the home. They chose the colours throughout, which have brightened the home and given rooms character.

Staff help children to lead active lifestyles and have lots of fun experiences. Children have enjoyed trips to theme parks, the beach, studio tours, disco nights, ice-skating, wildlife parks and much more. Children are encouraged to overcome barriers and try new things. These moments are nicely captured in books for children to have as lasting memories.

Education is a strong focus in the home. Staff make sure that children attend and do well in school. Children are making good progress and have personalised plans to support their goals for further education. One education professional said, '[Name of child] is making excellent progress. They are like a different child in comparison to how they were managing school last year.' One child recently attended their school prom.

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

Overall, staff keep children safe. There are many incidents in the home that have led to the need for staff to use physical intervention to keep everyone safe. When staff use physical interventions, these are used safely and appropriately.

When incidents occur, staff are alert and act appropriately. Staff calm situations quickly and talk to the children about things they could have done differently. Staff are reflective with the children and listen to their views.

Recent reporting of incidents has been managed well. Staff use clear and articulate language when recording and reporting. Leaders maintain good communication with external agencies. This helps the home and agencies to take action to keep children safe.

Children do not go missing from the home. Both children are subject to court orders that permit restrictions on their liberty. These restrictions include high levels of supervision that significantly reduce the potential for children to go missing. Staff use the restrictions

appropriately and proportionately. Children understand that restrictions are in place for their safety.

Staff listen to children and have effective plans in place to keep children safe. Staff have devised hospital passports for the children. These make it clear how to communicate with the children when they visit or stay in hospital, emphasising high levels of sensitivity in noisy environments.

Children know how to make a complaint. Staff are attuned to the children, providing tools to help them communicate their wishes and feelings. The children have individualised methods of communicating when they need to raise a concern. One child has a small cuddly toy in a frame in their room with some picture cards. The child can carry this around to show they are not happy about something, along with a card that indicates what they are unhappy with and how that is making them feel.

The effectiveness of leaders and managers: requires improvement to be good

Since the registered manager left, leaders have developed plans to ensure effective oversight. They have made significant changes in a short period of time to improve the leadership in the home. Before the change of manager, monitoring and reviewing were not effective and staff were given poor practice guidance.

Leaders and managers have not always taken appropriate action to review the placement of children and respond to the risks arising from the group dynamics in the home. Since the last inspection, one child has moved on from the home in an unplanned way. This was because the staff and managers could not safely manage the relationships between the group of children at the time.

One staff member has not completed their level 3 diploma in the required time frame. Until recently, this was not adequately managed, which has led to a further delay in the qualification being completed.

Staff have regular and effective supervision. Staff said they find it useful and feel listened to. One staff member said they feel motivated by the change in leadership and are confident to ask for advice and guidance.

The leaders make sure staff have the necessary skills to meet the individual needs of the children. Leaders provide refreshers and upskilling sessions which help with staff confidence and competence.

Feedback from families and professionals is generally positive. One parent said, 'I couldn't be happier. She [manager] is a lovely, warm person and even though they are good now, I think my child will improve even more.' An education professional said, 'I just think they have been so good with communication. We have been sharing good practice. [Name of child] knows we speak to each other, which means they feel safe and [are] making better progress in school as a result.'

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(a)(c)(h)) In particular, ensure that monitoring is consistently effective in making improvements to the quality of care and enabling staff to have completed their level 3 diploma within the given timescales.	30 August 2024
The care planning standard is that children— receive effectively planned care in or through the children's home In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a) (2)(a)(ii))	30 August 2024

In particular, take timely and appropriate action to review the placement of children and respond to risks arising from the group dynamics in the home.	
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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: 2720885

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Ltd

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

Responsible individual: Michelle Kerrison

Registered manager: Post vacant

Inspectors

Dan Williams, Social Care Inspector
Saeeda Fatima, Social Care Inspector

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