

Children's homes inspection – Full

Inspection date	13 April 2016
Unique reference number	SC486398
Type of inspection	Full
Provision subtype	Children's home
Registered person	Inspirations Leicestershire Limited

Responsible individual	Parminder Basra
Registered manager	Post Vacant
Inspector	Tracy Murty

Inspection date	13 April 2016
Previous inspection judgement	Declined in effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

SC486398

Summary of findings

The children's home provision is good because:

- Young people are happy living in this home. They enjoy close supervision and support from staff, which protects them from actual or potential harm. They engage well in education and, from their starting points, make good progress educationally. They have high aspirations for their futures.
- Staff present as confident and competent in their roles, feeling well supported by the manager. They benefit from a range of training and development opportunities and receive regular and good quality supervision. They place the needs of the young people at the centre of their practice and demonstrate a commendable knowledge and understanding of their needs and how they will be met.
- The new manager demonstrates a real commitment to improving the outcomes for young people and in supporting the staff team. She has reviewed and updated the development plan for the home and introduced some new recording systems. Staff have responded well to such changes and report feeling very well supported and motivated in their roles.
- Staff display a positive awareness of the health needs of young people and strive to support them in meeting those needs at all times. Recording within the home is very good, with clear and detailed evidence of planned and completed work with young people to meet their complex needs.
- Feedback from involved agencies is consistently positive and reflects a strong commitment to multi-agency working to support the needs and to monitor the progress made by young people.
- Some areas of the home are in need of redecoration and some minor damage internally is evident. The use of door alarms may not be necessary at all times and some information relating to young people's legal status has not been recorded. These shortfalls have not had a negative impact on the experience and progress of young people.

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person meets 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 must comply with the given timescales.

Requirement	Due date
The registered person may only use devices for the monitoring and surveillance of children if it is no more intrusive than necessary, having regard to the child's need for privacy (Regulation 24(1)(d)).	20 May 2016
The registered person must maintain in the home records in Schedule 4. This is with specific reference to recording the statutory provision (if any) under which the child is accommodated (Regulation 37(2)(a)).	20 May 2016

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendation:

- ensure that for the children's home to be a nurturing and supportive environment that meets the needs of their children, it is homely. This relates to the need for interior redecoration and minor repairs to be made in a timely manner ('The guide to the quality standards', page 15, paragraph 3.9).

Full report

Information about this children's home

This privately owned children's home is registered to provide care and accommodation for up to two children or young people with emotional and/or behavioural difficulties. The home's statement of purpose indicates that the age range will be between six and 17 years of age.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23 February 2016	Interim	Declined in effectiveness
30 July 2015	Full	Requires improvement

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Young people present as happy and relaxed living in this home, and have positive relationships with staff and the manager. They develop trusting relationships which increase their sense of belonging and help them to feel valued. A placing social worker shared the views of one young person about living in this home: 'I like it here, as it's like having lots of mums and dads looking after me.' The same social worker, when asked about the quality of care and support provided, stated: 'I could not ask for a better placement for the young person. They are making improvements in all areas of their lives, and this is down to the support and care provided by the staff and manager.' Young people have a range of social activities offered and provided to increase their self-esteem and confidence further. Staff display real diligence in encouraging young people to take part in new activities that improve both their physical and emotional health and well-being. For those young people who are reluctant to engage, staff use imaginative practices to support healthy lifestyles, such as encouraging young people to walk to local shops and linking this with rewards for engagement. A social worker said: 'The staff are great and never give up trying to get the young person to do more activities and to exercise. They are always thinking of new ways and incentives to get him to engage each week.' The educational engagement, attendance and progress made by young people is very good. From their starting points, there have been significant improvements in core subjects. An education provider for one young person stated: 'This time last year, the young person was really behind in English. They are now on track to get a good grade in their GCSE, which is great.' Staff promote the value of education and have clear plans in place to ensure the attendance and engagement of young people. If a young person refuses to attend education, staff ensure that the day is structured with an educational focus on activities. They work closely with education providers and family members to ensure that a consistent message and approach is taken. Young people benefit from this, as is evidenced by their increased attendance and engagement this year. Staff and managers also proactively work with education providers and placing authorities to make plans and provisions for further education and employment opportunities, with the full inclusion of young people. Young people receive a guide to the services provided in the home when they are admitted. They know how to raise concerns about their care. However, there have been no complaints received from young people since the home opened. Regular	

meetings provide young people with the opportunity to discuss any concerns or issues they may have, with the manager responding to any concerns or requests in a clear and timely manner.

Young people have their health needs well met. Staff ensure that records reflect their attempts to engage young people in meeting their healthcare needs, with detailed accounts of appointments made and of other health agencies' involvement. For those young people who refuse to engage with certain health agencies, there is clear evidence of staff working imaginatively to try to support them. This is achieved through regular key work sessions and by enlisting the support of looked after children's nurses. Young people receive specialist support for any mental health needs they may have, and there is very close information sharing with staff to ensure that a consistent approach is provided.

Young people contribute to all aspects of the how the home is run. This includes menu and activity planning, and in choosing how their rooms are decorated and furnished. Some areas of the home are in need of repainting due to general wear and tear. Some minor damage to bedroom furniture would also benefit from being sorted to improve the presentation of the home further. The manager has plans to address this and has already completed work to the living room, which now presents as homely and welcoming.

Young people contribute to their reviews and other meetings, sharing their wishes and feelings with the support of their key workers. The relationship with key workers is a key strength in this home. Family members and involved agencies all praised the key worker for one young person, with one stating: 'I wish they had five of him, he has done so much for the young person and really knows him and how to bring the best out in him.'

Contact is well promoted in this home, with staff providing practical and emotional support to young people and their families. They ensure that agreed contact plans are followed, and display real flexibility in their approach, being commended by placing authorities for how well they support contact arrangements for young people. Staff keep in regular contact with relevant family members to ensure that young people's attendance and engagement in education is promoted. This provides young people with a clear message of the importance of education and has led to improved engagement.

Records maintained in respect of young people clearly reflect their current and changing needs. The manager is very diligent in sharing information with placing authorities, with one social worker commenting: 'I get regular updates, revised plans and so on, and also requests for me to provide missing information. The manager is very thorough and I have been very impressed with her and the staff team.'

	Judgement grade
How well children and young people are helped and protected	Good
Young people feel safe, and detailed risk assessments ensure that they are protected from actual or potential harm. Staff know the young people well and understand their vulnerabilities. They provide high levels of support and supervision, but are also receptive to allowing young people to begin to take age-appropriate risks. This reflects their competence and skill in working with young people who display complex and potentially harmful behaviours. There have been no reported incidents of young people going missing from care since the home opened last year. Staff spoken with during this inspection demonstrated a detailed knowledge and understanding of safeguarding policies and procedures, and of their roles. They work closely with local police and youth offending services to ensure that agreed plans are followed at all times. Risk is well managed through detailed and clear risk assessments, which assist staff in working to prevent harm to or from young people. Young people understand the concerns they may present and work well with staff and other agencies to reduce concerning behaviours. A worker from the youth offending service stated: 'In the ten years of working in this area, this is one of the best homes I have worked with. They have detailed risk assessments in place, and support my work fully with young people.' Behaviour is well managed in this home. Behaviour management plans are an effective tool in supporting young people to develop improved interactions. There has been no use of physical intervention since the home opened. This reflects the skills and competence of the manager and staff in being able to work with young people to de-escalate any potentially dangerous situations. From their starting points, young people begin to take more personal responsibility for their behaviours and actions, both within the home and in other settings. An independent reviewing officer stated of one young person: 'The care plan has progressed well. The young person is doing really well in his current placement and his challenging behaviour is significantly reduced at home and in school.' Staff continually strive to adjust their approaches to young people when plans are not meeting a young person's needs or where progress is slow. The use of rewards and incentives is integral to how they work with young people to encourage necessary changes to their behaviours. Key-work sessions further strengthen this approach, with staff focusing on specific issues and undertaking detailed work to try to reduce concerning behaviours. Records reflect this work and in how well staff and managers monitor and track the progress being made by young people in all areas. The home currently uses bedroom door alarms to monitor the movement of young	

people during the day and night. The alarms cannot be isolated for each bedroom and currently remain on at all times. There is a need to consider the use of such monitoring and surveillance methods, as young people have not presented as at risk of going missing from care and such methods may undermine their right to privacy. The manager has agreed the need to review the use of the door alarms with placing authorities and to make any necessary adjustments. Young people are fully aware of the use of such monitoring and surveillance methods and have not reported any concerns or objections to them to date.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The new manager has submitted an application to Ofsted for registration and has made noticeable changes and improvements in a relatively short period of time. Such changes include amending and updating the home's development plan to reflect plans for service improvement better. She has a level 5 diploma and many years' experience working with children and young people in care. Staff report feeling very well supported and valued by the manager. The manager has a clear understanding of the needs of young people living in the home and provides strong leadership to ensure that those needs are being met. A particular strength of her management style relates to her close and proactive working relationship with involved agencies. She regularly chases placing authorities for missing information, requests meetings to discuss any concerns about care plan progression and works with education providers to ensure that young people make good progress. One placing social worker commented: 'The new manager has made a real difference to the home and the young person. I like her management style and focus.' There is clear and recorded evidence of the progress being made by young people living in this home. Staff and the manager have good systems in place to monitor and track areas such as educational attendance, concerning or risky behaviours and engagement in activities. This enables them, over time, to demonstrate how the support and care they provide improves outcomes for young people. Staff recruitment is effective and safe. It prevents unsuitable people from working with vulnerable children and young people. Staff receive a comprehensive induction covering all aspects of how the home is run, and report high levels of satisfaction in the support they receive from the manager. Supervision is regular and not only provides support to staff, but also enables them to develop their skills and competence. As one member of staff commented: 'I had never done this kind of work before, but my induction and the support of the manager and staff is	

great. I love my job and am learning all the time.’ Staff access a range of training and development opportunities to build on their skills and report that management has been very receptive to suggestions for new training opportunities. Staff feel valued and motivated in their roles in this home.

The manager has amended and updated the development plan to reflect relevant legislation as well as her goals for the service in the short and longer term. Similarly, the statement of purpose has been amended and reflects the new manager’s commitment to ensuring that the aims and objectives of the service are met. There is clear evidence of young people making positive progress and of staff stability and competence.

A number of requirements and recommendations were made following the last inspection. The manager has considered and fully addressed all of them. Risk assessments clearly reflect the risk reduction strategies in place. Staff stability has increased, with a dedicated team working in this home providing continuity of care to young people. The use of financial penalties as a disciplinary measure has been stopped. Systems for the recording of, and responses to, complaints is now clear and well organised. The manager has ensured that Ofsted has received a copy of their quality of care report. Records of any room searches include full consultation with young people and reflect the consent of the placing authority to such action.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'

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