

SC065071

Registered provider: Hopscotch Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to 13 children who may have autism spectrum disorder, learning difficulties, challenging behaviour, attention deficit hyperactivity disorder, epilepsy and/or dyspraxia.

The home is led by a suitably experienced registered manager. The manager registered with Ofsted in April 2023. The manager was away at the time of the inspection.

The home also incorporates a school, which the children attend. The inspectors only inspected the social care provision at this setting.

Inspection dates: 10 to 12 October 2023

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

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

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 29 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|-----------------------------|
| 29/11/2022 | Full | Good |
| 22/02/2022 | Full | Outstanding |
| 25/06/2019 | Full | Good |
| 05/03/2019 | Interim | Declined in effectiveness |

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are benefiting significantly from bespoke care-planning and highly individualised care. Staff are aspirational and have supported children to make exceptional progress in many aspects of their lives. A parent said, 'My child is a different boy. He is healthier, happier and has reduced anxiety. The progress for him is amazing. I am a very happy mum.'

There is a cohesive and highly effective approach to care practice across the setting. The staff in both care and education grasp every opportunity to support children to make progress. The detail and focus on diverse and individualised care plans are exceptional.

Children and staff have trusted relationships. This enables children to feel safe and secure in the home and when out in the community. The positive relationships with children help them to reduce anxieties and take safe and age-appropriate risks. This significantly improves children's access to social opportunities and promotes their independent living skills. Children who have previously had limited access to the community are carefully helped to integrate into society.

The home has undergone refurbishment that has provided children with more space, private areas and a further kitchen area for them to engage in life skills activities. Leaders are continually reviewing the environment to ensure that it is safe and secure for children. Staff complete extensive health and safety checks to maintain children's safety and well-being. When safety risks are identified, staff and managers reflect carefully and take stringent action to ensure that risks are reduced.

Children are provided with extensive opportunities to share their views, wishes and feelings. Staff undertake creative work with children and go the extra mile to gather their views. There is a total communication system, which is embedded by all staff. From their starting points, children are supported to excel in their development of communication skills. As a result, children become more settled. The staff's commitment to promoting the children's voice is exceptional and worthy of wider dissemination.

Staff work with families with one shared goal: to improve life opportunities and outcomes for children. This impacts positively on children's relationships with their families. Staff understand the importance of family to children. Staff go above and beyond to promote positive family time and to support children to see their families. Parents were unanimously positive about the support that staff give them and their children to maintain positive family time.

The staff team is diverse, and staff celebrate and embrace diversity. This is cascaded to children. Children are helped to appreciate that they live in a diverse world. Staff and children's individual characteristics and needs are understood, met and respected. One child is supported in his daily prayer routine, and children who are bilingual are spoken to in their first language. Staff work creatively to help children to appreciate each other in a way that is meaningful to children.

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

Any safeguarding matters are taken very seriously. Leaders work effectively with other agencies and there is a multi-agency response to safeguarding investigations. Staff have a good knowledge of safeguarding procedures and are regularly updated through training and upskilling exercises. The quality and attention to detail of responses to safeguarding matters reflect a professionally curious safeguarding culture.

Physical interventions are rare at this home. Staff follow children's individual behaviour support plans and risk assessments. This, alongside positive relationships and a good understanding of the children, reduces the need for restrictive practices. Staff understand that physical intervention should be used as an absolute last resort. When it is used, debriefs are carried out with children. There is detailed management oversight of restraints and leaders reflect on practice to try to understand the reasons for behaviours, to prevent reoccurrence.

Staff are passionate in their role of advocating for children. Staff are tenacious, and this was evident in accessing health services to ensure that a child in crisis was supported during a difficult time. The tenacity led to the child being exceptionally well supported. Care plans were continually reviewed and implemented, and the child received the help required. This degree of persistence and advocacy ensures that children receive the best-quality care.

Leaders and managers have used current research into safeguarding in residential settings for disabled children to develop staff's knowledge and skills. This workshop focused on the home's response to the national safeguarding report and its recommendations. This is an exceptional response from leaders and managers in using research to support the development of a strong safeguarding culture. A learning action has been for leaders to track and ensure regular independent visits to children from statutory agencies and advocates.

Leaders and managers use safe recruitment practice to ensure that adults employed have had all suitability checks completed. This means that children are cared for by staff who are deemed to be safe adults.

Medication processes are tightly managed. Children who have previously been prescribed 'as and when needed' medication (PRN) to manage high-risk behaviours have not required this medication. From their starting points at the home, some children's medication is either reduced or stopped. The consistent care and positive

relationships help children to stabilise and become less reliant on medication. The home is recognised by pharmaceutical professionals for high-quality safety in its management and administration of medication.

The effectiveness of leaders and managers: outstanding

Leaders and managers are passionate, knowledgeable and an inspiration to the staff. They provide staff with child-centred role modelling and mentoring. They have high expectations of staff and are aspirational for the children. The ethos and culture that leaders and managers have created are inspiring, and they are innovative in adapting practice to support children to fulfil their potential.

Leaders and managers know and understand the home well, and the development plan reflects the strengths and any areas for improvement. This plan has been used effectively in the improvements and progression of the home. Systems in place for quality assurance and management monitoring provide high levels of scrutiny and ensure that all files are regularly audited and updated.

Staff are happy in their roles and feel well supported. They have regular reflective supervision and appraisals and are set goals and targets to support them with learning and development. Staff aspire to progress and develop and have identified career paths within the home. Staff see this as a positive place to work. There is excellent communication between day and night staff, ensuring a whole-team approach to the care of children.

Training and development opportunities for staff are excellent. Leaders and managers identify additional training in response to children's complex or emerging needs. Staff have been upskilled on the impact of cultures, using language that cares and vulnerabilities of children with disabilities. Leaders and managers ensure that staff are provided with continual learning. For example, staff who may support in school also have to undertake additional learning, such as 'Keeping children safe in education'. This means that staff have a good understanding of safeguarding across the setting.

Leaders and managers work cohesively with a multi-disciplinary team in the home and with wider professionals. There is a holistic approach to the care of children, and managers are proactive in providing challenge to ensure that all professionals are completing tasks and plans in line with legislation and guidance. Professionals consulted with gave high praise regarding the home and the impact the care has had on the children's development. A social worker said, 'Progress within the year has been quite something, leaps and bounds. He has really come on since he's been at the home. Probably the best progress I've got with any home; it's fantastic.'

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: SC065071

Provision sub-type: Residential special school

Registered provider: Hopscotch Solutions Limited

Registered provider address: Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Charlotte Van Niekerk

Registered manager: Munyaradzi Sachikonye

Inspectors

Bev Allison, Social Care Inspector

Sarah Orriss, Social Care Inspector

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