

# SC065071

Registered provider: Hopscotch Solutions Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned. It is registered to provide care for up to 14 children with learning disabilities.

Nine children were living at the home at the time of the inspection.

The home is led by a registered manager.

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

### Inspection dates: 21 and 22 January 2025

**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:** 10 October 2023

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
10/10/2023	Full	Outstanding
29/11/2022	Full	Good
22/02/2022	Full	Outstanding
25/06/2019	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children are happy living at this home and make impressive progress. They are supported by staff who know them well and are aspirational for each child. Staff love caring for the children and helping them to have fun. One staff member said, 'My favourite part about working here is watching the children progress and reach their targets and achievements. It is lovely to see the children smiling, laughing and enjoying their time here.'

Staff understand the way children communicate extremely well, and as a result, communication is a key area of progress for children. Each child has clear and specific plans. Non-speaking children use pictures, symbols, signing and electronic devices. This is embedded in all aspects of a child's life. This includes helping children to undertake their personal care and choosing food and activities. As a result, children can express their feelings and wishes and make choices.

Care plans capture all the individual needs of the children. They are exceptionally detailed and reviewed regularly. This ensures that staff always have the most current information about each child. This includes their health, education, personal care and time with their families. Therefore, staff know the best possible way to care for and support the children.

Staff help children to remain healthy. Staff know and meet each child's specific needs exceptionally well and support children's progression. Social stories include pictures and symbols to help children understand health routines. This also helps children let staff know when they are feeling unwell. The storage, administration and recording of medication is superb. Again, staff use creative communication aids to help children understand why they are taking the medication.

All the children attend a school that is connected to the children's home. Children like going to the school and all attend full time. The staff who work in the home also work in the school during the day to support the children. The manager of the home has a weekly meeting with the senior leadership of the school. This ensures that the children are provided with consistent care in both settings.

Staff spend individual one-to-one time with children. They explore specific topics currently impacting on the children. Staff spend time collating all the information they need in relation to specific topics and share this with the child during the session. Children also participate in inclusive children's meetings. Staff use communication tools to skilfully allow the children's voices to be heard.

There are exceptional plans for children coming into and leaving the home. Time is taken to communicate to children what is going to happen. Communication aids are

once again creatively and expertly used. Therefore, moves are extremely well coordinated and remain child-centred.

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

Staff understand risks to children. Staff use positive behaviour support plans to assess risk. There is a high level of detail that captures each child's specific needs and associated risks. The assessment clearly outlines how staff should respond to each individual child's needs. In addition, there is a detailed assessment of risk of the locality. This includes consultation with the local police. Staff go through the assessment with children and regularly check if they continue to feel safe at the home.

Staff manage children's unwanted behaviour extremely well. This includes staff being mindful of the child's behaviour and recognising when the child is upset or angry. Staff know how to respond quickly, owing to the high level of understanding of each child. Staff responses are specific to the child and their level of understanding. Staff know how to calm children, and as a result, physical intervention is rarely required. If it is used, then staff learn from the incident. This includes asking the child what the staff could do next time the child feels unsettled.

Any allegations against staff are taken seriously. The manager responds to these comprehensively. This includes full investigations, working alongside safeguarding professionals. There is thorough work with the child and staff afterwards. The manager also addresses any complaints with the same level of detail. The children's complaints process is excellent, designed using words, symbols and pictures. As a result, all children are helped to understand what a complaint is and how to raise a complaint.

Children's personal emergency evacuation plans are excellent. They are very detailed. They guide staff on how best to support children when the fire alarm sounds. This is particularly important when considering children's sensory needs and how they respond to loud noises.

Staff help and protect children to an exceptional level. All staff are trained in safeguarding. They understand the additional vulnerabilities of children with learning disabilities. Policies, procedures and training inform staff of how to raise concerns. The manager has created an open culture. Staff feel able to speak to the manager or responsible individual if they have any concerns for the safety of a child.

### **The effectiveness of leaders and managers: outstanding**

Staff speak highly of the registered manager and wider management team. They feel extremely well supported, inducted and trained. One staff member said, 'The management here put the welfare of their staff and children at the heart of what they do to provide the best quality of care.'

The manager and senior staff supervise staff regularly. These regular supervision sessions are reflective and help to develop the staff. For example, staff discuss professional boundaries, regulations and protocols. Sessions include staff considering what they will do to develop themselves in the area being discussed. To support additional learning, flashcards are used to remind staff of topics such as the code of conduct and safeguarding procedures.

Managers and staff attend regular team meetings. These discuss the progress of the children and operational issues. There are also very good examples of upskilling the staff team in these meetings. This has included briefings on safeguarding, attachment theories and children's physical and verbal behaviours.

The manager has created an excellent and comprehensive home development plan. It is reviewed regularly, and captures completed actions. Developments include establishing links with a community hub. The plan also captures the best use of available spaces to benefit the children, such as a solar-themed sensory area. Staff support children to celebrate events such as neurodiversity week and cultural festivals.

An experienced and knowledgeable responsible individual supports the manager. Together, they have a shared vision for the home. She visits the home regularly and knows the staff and children well. She provides regular supervision to the manager and is always available at any time to help and advise him.

The manager has excellent oversight of the home. Extensive quality assurance and monitoring processes are in place. This includes case tracking and home audits. The home benefits from further oversight by the regional care lead and the responsible individual. As a result, the established outstanding care and protection of children continues to evolve.

No requirements or recommendations have been made following this inspection.

## **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

Shaun Caplis, Social Care Inspector

Lizette Watts, Social Care Inspector

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