

Children's homes – Interim inspection

Inspection date	23/03/2017
Unique reference number	1220887
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Hygge Care Limited
Registered provider address	235 Station Road, Wythall, Birmingham B47 6ET

Responsible individual	Justin Evans
Registered manager	Justin Evans
Inspector	Rachel Britten

Inspection date	23/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>In the nine months since the last inspection, three children have benefited from consistently good quality therapeutic care. Two children have lived at this home for a year now. Their plans are still to move to foster care. A new child was admitted to the home in the summer of 2016. He is well matched with the other two children and is also progressing well towards a goal of living in a foster family. His social worker said, 'I feel extremely lucky to have got my child a placement in this home.'</p> <p>Staff enjoy their work and reflect with insight on the impact of their care on children's progress. They work together well and are committed to a common goal of seeing each child achieve their absolute best. Staff understand how important it is to provide enduring and supportive relationships with children as well as to maximise their potential and life experiences. The home's monthly independent visitor said, 'The manager and staff have developed exceptionally trusting and secure relationships with the young people, allowing all young people to make significant progress across all areas of their lives.' The fact that one member of staff has not yet completed the required professional training within the two-year timescale does not detract from the good-quality care that all staff provide.</p> <p>Staff work well with other professionals to ensure that children get the help that they need. Staff meet with the home's clinical psychologist advisor fortnightly to discuss care practice and how best to meet children's needs. The manager works closely with social workers to make sure that children have up-to-date care plans. Staff advocate and discuss children with education and health professionals to ensure that the right services are provided. Staff have recently devised child-friendly care plans for each child. This is helping each child to be more informed of their care planning and what this means for them. Overall, children get consistent help and make positive progress. They trust staff and tell them their views, wishes and feelings.</p> <p>Staff help children to talk about their past experiences. Children are therefore increasingly able to disclose and move on from the harm that they have suffered in the past. Staff show children helpful strategies to deal with their worries. For</p>	

example, staff take them for a drive and tell them that when they open the window, the worries that they have talked about will fly away. One child has progressed from having very limited social skills to having his own sense of identity and self-confidence. He is now able to participate in his county's 'children in care' project.

Children are making good overall progress with behaving safely and appropriately towards other children and adults. One child's social worker said that the progress that her child has made at the home is 'astounding'. The home's monthly visitor attributes this progress to 'obvious good relationships between all the staff and the young people'. Staff create a warm, attentive atmosphere and nurturing family routines. They spend spare time with children and involve them in mealtimes and household chores. They talk about things, explain things, and show children that they are valued.

The registered manager leads and supports staff well, providing regular debriefs and opportunities to adapt and improve practice. However, the manager's monitoring activity does not lead him to a clear understanding of the impact that staff are having on the progress that children make. He has not yet completed a review of care report to help him develop and improve the home. He has also not monitored all complaints and 'grumbles' to ensure that staff have completed records fully and taken all the necessary actions.

The manager spends a lot of time interpreting children's behaviour and looking for reasons why they sometimes regress. He has devised a 'risk calculator'; a 'matching tool'; which includes a graph that shows staff's physical interventions with all children over time, and a 'resilience matrix'. However, these tools are not proving useful to the manager or staff. For example, they do not clearly show the impact that staff practice is making on children's progress. In addition, the manager completes and analyses some of the measuring tools too infrequently. He does not keep them up to date enough to inform staff members' practice or his plans for continuous improvements.

Information about this children's home

This is a newly set up children's home, run by a small limited company. It specialises in preparing children for foster placements. It provides care and accommodation for up to three children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08 June 2016	Full	Good

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/s 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(s) must comply within the given timescales.

Requirement	Due date
<p>13: The leadership and management standard</p> <p>In order to meet the leadership and management standard, the registered person must-</p> <p>(2)(f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home.</p>	25/04/2017
<p>Ensure that the registered person completes a review of the quality of care provided for children ('a quality of care review') at least once every 6 months. The registered person must supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) and (4)(a))</p>	25/04/2017
<p>Ensure that staff have the appropriate qualification for the work that they perform by the date which falls two years after the date on which the individual started working in a care role in a home. (Regulation 32 (4) and (5))</p>	25/04/2017
<p>Ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))</p>	25/04/2017

Recommendations

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

- Ensure that the registered person takes responsibility for deciding what each review should focus on, based on the specific circumstances of the home at that

particular time and any areas of high risk to the children that the home is designed to care for. They will also consider what information or data recorded in the home will form part of the evidence base for their analysis and conclusions. There is no expectation that the registered person will review the home against every part of the Quality Standards every six months – registered persons should use their professional judgement to decide which factors to focus on. The review should enable the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next 6 months of delivery within the home and how those actions will be addressed. The whole review process and the resulting report should be used as a tool for continuous improvement in the home. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.4)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 that 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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