

1251947

Haven Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and accommodation for up to four young people who have emotional and/or behavioural difficulties. A private company manages this home.

Inspection date: 30 January 2018

This monitoring visit

At the full inspection on 12 and 13 December 2017, the home was judged inadequate. The concerns identified included:

- Staff did not understand their roles and responsibilities to safeguard young people. This had resulted in a delay in reporting an allegation by a young person against a staff member.
- Staff were not appropriately trained or supported to meet the needs of the young people living at the home.
- Staff were slow to secure the right health services for young people and had failed to follow medical advice.
- Young people's educational needs were not being met and staff had failed to prioritise young people's educational needs. This resulted in young people not attending school.
- Risk assessment practice was poor.
- Managers had not ensured that complaints made by young people and placing authorities were actioned in line with the organisation's policy.
- Managers had not given sufficient attention to the safe recruitment of staff.
- The home was not providing care as set out in the statement of purpose.

These shortfalls resulted in 15 requirements and three recommendations being raised at

the full inspection. At the time of this monitoring visit, all of these requirements remain within the timescale for completion. Consequently, this visit has focused on the level of progress being made by managers and staff to meet all requirements and recommendations.

A new manager was appointed to the home immediately before the full inspection, and she has begun to make changes. For example, there is an ongoing plan of redecoration, starting with personalising young people's bedrooms, and this is beginning to give a more homely feeling to the house.

There has been positive progress in staff securing health and education services for the young person in placement. The manager has identified a therapy service and an initial assessment has been completed. Interim education arrangements are now in place, with the young person receiving support from a home tutor. However, staff encouragement to help the young person to attend his sessions is not consistent. For example, on the day of the monitoring visit the young person remained in bed for up to an hour after the tutor arrived. The inspector was told this was not the first time that this had happened.

The manager has implemented changes to monitoring systems in the home. These have improved the recording of complaints, fire safety and staff rotas, and have given the manager greater management oversight in these areas.

The manager has also introduced a new system to support her oversight of medication within the home. However, there have been further incidents of staff failing to administer prescribed medication or record when young people have declined their medication. Staff administering medication still do not all have the required training in the safe care of medication. This continues to demonstrate poor management of medicines within the home.

This monitoring visit found that there continue to be serious concerns regarding staff safeguarding practice. For example, although staff have had further training in safeguarding, there has again been a delay in staff reporting an allegation made by a young person. In addition, risk assessments continue to be inaccurate and do not reflect the needs of young people. For example, a risk assessment identified at the full inspection in December as having been copied from another young person's record remains unchanged.

There remain concerns that the recruitment of staff does not provide sufficient safeguards.

Staff have received some training since the full inspection, including training in safeguarding and recording and reporting. Managers have yet to implement refresher training for staff regarding physical intervention and behaviour management, despite managers identifying these as priority areas for training. In addition, there continue to be gaps in staff training regarding radicalisation, self-harm and awareness around young people's vulnerabilities to child sexual exploitation. Because of these ongoing shortfalls, staff are not skilled to meet the complex needs of young people living in the home.

Staff practice noted during this visit raises concerns regarding their understanding and competence. For example, staff told a young person who was raising concerns about their home visit that he would 'get his parents into trouble'. This shows that staff are failing to

understand and respond to the needs of young people in placement.

Recent inspection history

Inspection date
12/12/2017

Inspection type
Full

Inspection judgement
Inadequate

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, 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
In meeting the quality standards, the registered person must ensure that staff seek to secure the input and services required to meet each child's needs. (Regulation 5(b))	14/02/2018
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8(1)(2)(x))</p>	14/02/2018
<p>The health and well-being standard is that the health and well-being needs of children are met, children receive advice, services and support in relation to their health and well-being and children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to achieve the health and well-being outcomes that are recorded in the child's relevant plans, take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs. (Regulation 10(1)(2)(a)(i)(iii))</p>	14/02/2018
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on mutual respect and trust, an understanding about acceptable behaviour and positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding and communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding.</p>	28/02/2018

(Regulation 11(1)(2)(iii)(v))	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child, have the skills to identify and act upon signs that a child is at risk of harm, understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12(1)(2)(a)(i)(iii)(v)(vi))</p>	31/01/2018
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential, and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13(1)(2)(c))</p>	28/02/2018
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential, and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that the home has sufficient staff to provide care for each child and ensure that the home's workforce provides continuity of care to each child. (Regulation 13(1)(2)(d)(e))</p>	14/02/2018
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential, and promotes their welfare.</p> <p>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. (Regulation 13(1)(2)(a))</p>	28/02/2018
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p>	31/01/2018

(Regulation 23(1))	
The registered person may only use devices for the monitoring or surveillance of children if the child's placing authority consents in writing to the monitoring or surveillance. (Regulation 24(1)(a))	14/02/2018
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25(2)(b))	31/01/2018
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. Specifically the registered person must ensure that full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32(1)(3)(d))	28/02/2018
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes: within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person') has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35(3)(a)(b)(c))	31/01/2018
The registered person must maintain in the home the records in Schedule 4. This includes a copy of the staff duty roster of persons working at the home, and a record of the actual rosters worked. (Regulation 37(1)(a))	14/02/2018
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39(3))	14/02/2018

Recommendations

- Specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child to return to the home. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.28)
- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview.

Homes should take account of the information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

- The registered person should actively seek independent scrutiny of the home and make best use of the information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1251947

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: First Floor Unit 3, Barberry Court Parkway,
Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Rachel Dyche

Registered manager: Post vacant

Inspector

Tracey Coglan Greig, social care inspector

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