

# 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:** 5 March 2018

## **This monitoring visit**

This home was judged inadequate at its first full inspection on 12 and 13 December 2017. This resulted in 15 requirements and three recommendations being raised. This is the second monitoring inspection to review the progress being made to meet all the requirements. This visit has shown that good progress has been made. As a result, 10 of the 15 requirements are now met and all recommendations have been addressed.

By making a formal complaint, the manager has escalated her concerns about the young person not having a school placement.

The young person is now accessing a range of services to help to improve his physical and emotional health. For example, the young person is now able to see a clinical psychologist. The staff are also accessing this specialist support. This means that staff are now starting to have help to review their practice and to develop behaviour management strategies.

The young person told the inspector that he likes living here and that he has made good relationships with the staff. He enjoys a range of activities, including going to cadets and taking part in roller skating. Some staff have purchased their own skates so that they can share this interest with the young person.

The manager has continued to review and implement monitoring systems that offer her an increased level of oversight of staff practice.

All staff now have a personal development plan, and some progress has been made with improving staff knowledge around the needs of the young person. However, there are still gaps in staff training. This extends to staff still waiting for awareness training on safeguarding children in areas such as child sexual exploitation, radicalisation and self-harm. The manager is aware of this ongoing shortfall and has recently implemented a review matrix form to help her to monitor staff progress in gaining the required training.

Staff have reviewed the young person's behaviour management plans. However, there continue to be some inconsistencies between the different plans.

There has been one allegation made against a staff member by the young person since the last inspection. This was managed effectively. Two complaints raised by the young person have also been responded to appropriately.

There have been no new staff appointed since the last monitoring inspection. However, the safe recruitment procedure is still not comprehensive to cover all eventualities

A new requirement has been raised as a result of this inspection. This relates to the frequency of staff supervision. The organisation's policy requires increased supervision for staff who are in their probationary period. This frequency has not been followed for some staff. This means that some staff have not been receiving supervision for a period of two months. This practice prevents the manager from ensuring that new staff are supported effectively during their induction period.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/12/2017	Full	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
<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>	06/04/2018
<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>	06/04/2018
<p>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))</p>	06/04/2018
<p>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))</p>	06/04/2018
<p>The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))</p>	06/04/2018

## **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

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2018