

1231311

Registered provider: Cove Care Residential Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home may only provide care and accommodation for up to three children aged between 11 and 17. It may provide care and accommodation for children who have mental disorders, excluding learning disabilities. The home may also provide care and accommodation for children who have emotional and/or behavioural difficulties.

Inspection date: 5 March 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 19 September 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness.

Despite some progress being made in some respects of the service, shortfalls identified during this inspection mean that the home continues to require improvement.

The registered manager has left the home since the last inspection. The deputy manager is now the acting manager and has submitted her application to register with Ofsted. She is being fully supported with the day-to-day running of the home by a senior management team.

Although some of the requirements raised at the last inspection have been met, others have not. Since the last inspection, all three young people have been provided with a desk and chair in their bedrooms. A laptop purchased for the home is helping young people with their studies. However, one young person continues not to be in education and one

young person is consistently late when attending their educational establishment. While staff have tried hard to address this issue, it remains an ongoing area of concern and is impacting on the young person's educational achievement. This requires improvement.

Conversely, since the last inspection, another young person has returned to full-time education. They are now working towards achieving their GCSEs. A young person proudly reported, 'Staff have helped me to realise that I have to change my behaviours otherwise I am going to go nowhere in life. I have made such progress [that] I have even shocked myself. They [staff] see the good in me. Some carers see me as naughty but they [staff] see beyond that.'

During the inspection, some young people raised concerns about the lack of opportunity to participate in activities and pursue their interests. There was no clear plan regarding how this will be achieved for each young person. Consequently, a requirement from the last inspection in relation to this is unmet and is raised again.

Although some young people are making some good progress, monitoring systems still fail to demonstrate this fully. Weaknesses in monitoring systems undermine the manager's ability to assess the impact and quality of care that young people are receiving. A requirement set at the last inspection in relation to this is unmet.

Risk assessments are lengthy documents and focus on historical rather than current risk factors. Staff and managers do not regularly review and update risk assessments. Although this is not currently having an impact on young people living in the home, not having up-to-date risk assessments has the potential to compromise young people's welfare.

A recommendation regarding staff being aware of e-safety for young people is unmet. The management team was unable to provide any information regarding how young people's internet usage is monitored. This has the potential to place young people at risk of harm.

Despite the identified shortfalls, young people are making progress in many aspects of their lives. All three young people have lived in the home for over a year and are settled. This level of stability and continuity is progress given young people's chaotic and troubled histories. A young person said, 'I enjoy it here. It's the best placement I have ever had. I have had 16 placements so I know what I am talking about. This is by far the best home. The staff are good and I love them.'

Young people have positive relationships with staff. A social worker said, 'Staff have really invested in them. Staff have taken a young person who was not able to regulate their emotions or express themselves and made them into a young person who is able to talk about their emotions and experiences in a calm way.' Another social worker said, '[Name of young person] has done so well in this placement. It is like he is a new child. When he was placed he would not even leave his bedroom. He was very challenging but the staff have persevered with him and bought him on so much.'

The management team has addressed concerns identified regarding fire safety in the home. The fire service has carried out a check of the home and managers have followed the advice offered. Locks have been removed from doors and fire extinguishers are now easily accessible.

Managers have improved the way that formal complaints are resolved. Complaints are

now well recorded, considered and actioned by the management team. Furthermore, managers learn from complaints to make sure that similar concerns do not reoccur.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/09/2017	Full	Requires improvement to be good
13/02/2017	Full	Requires improvement

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 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 understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers. (Regulation 8 (1)(2)(a)(iii))</p>	09/04/2018
<p>The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to develop the child's interests and hobbies and make a positive contribution to the home and wider community. (Regulation 9 (1)(2)(a)(i)(iii))</p>	09/04/2018
<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</p>	09/04/2018

<p>relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child, and help each child to understand how to keep safe. (Regulation 12 (1)(2)(a)(i)(ii))</p> <p>Specifically, risk assessments should clearly outline known risks, the actions required to safeguard young people and be kept up to date.</p>	
<p>13: 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—</p> <p>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; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(f)(h))</p>	<p>09/04/2018</p>

Recommendations

- Ensure that staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. (‘Guide to the children’s homes regulations including the quality standards’, page 43, paragraph 9.12)

Specifically, ensure that staff understand how to help young people to keep safe online and monitor young people’s safe use of the internet.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom 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.

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: 1231311

Provision sub-type: Children's home

Registered provider: Cove Care Residential Limited

Registered provider address: Cove Care Residential Limited, 16 Waterloo Road, Wolverhampton WV1 4BL

Responsible individual: Lee Smith

Registered manager: Post vacant

Inspector

Davinia Lawton, social care inspector

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