

# 1245390

Registered provider: DMR Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company. It is registered to provide care and accommodation for up to five children.

**Inspection dates:** 18 to 19 April 2018

**Overall experiences and progress of children and young people,** taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 19 October 2017

**Overall judgement at last inspection:** declined in effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/10/2017	Interim	Declined in effectiveness
10/05/2017	Full	Requires improvement to be good

## 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
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1))	18/05/2018
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (1)(4)(a)(b))	18/05/2018
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months and 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)(4)(a))	18/05/2018
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1)(2))	18/05/2018

### Recommendations

- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the necessary management and staffing structure, the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the home's Statement of Purpose. Additionally, the plan should include the processes and agreed timescales for staff to achieve induction, probation and any

core training. The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

## **Inspection judgements**

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

Outcomes for young people improve as a result of living in this home. Most young people say that they are very happy. If young people are not happy with their care plans, staff advocate on their behalf. They ensure that all young people have a children's rights officer to support them in representing their wishes and feelings.

Education is a priority. A dedicated education coordinator makes sure that all young people benefit from bespoke education plans. She has advocated to make sure that all young people have specialist education placements. This promotes improved long-term outcomes in education and employment.

Young people are in good health. They receive primary healthcare, including routine health appointments. When there are specialist health needs, staff refer to relevant agencies. Staff encourage healthy diets and daily activities to support good health.

Staff make sure that young people develop strong independent living skills. Staff teach and assess these skills throughout the young people's placements. This means that young people leave the home with the skills and knowledge essential for successful independence.

Parents say that young people make very good progress. They say that staff have great insight and spend time with young people and listen to their views. One parent said: 'Staff are like family to us.'

Young people say that they have good daily experiences and make comments such as 'the staff are brilliant'. They enjoy living in a home which is comfortable, spacious and maintained to a high standard. They have a very large private garden. Young people enjoy taking care of the home's pet goat and cats.

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

Safeguarding practice is very good. There have been no incidents of young people going missing from the home, sexual exploitation, self-harm or substance misuse. Young people are not engaging in risk-taking behaviours. This shows that safeguarding is effective.

Risks are well understood by staff. Risk assessments are clear and up to date. This provides clarity to staff. When risks are evident, staff take appropriate action to

intervene and prevent potential harm.

Physical interventions have only been used to prevent harm to young people. Records show that interventions are safe and are undertaken by well-trained staff. Strategies to manage behaviour are safe.

All staff have received a broad range of safeguarding training. This includes child-specific training, including responses to sexual exploitation and self-harm, and suicide prevention. This training equips staff with an up-to-date knowledge of safeguarding issues and approaches.

Recruitment practice is rigorous. Staff records show that pre-employment checks are carried out thoroughly, protecting young people from unsafe adults.

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

The registered manager and the management team have been effective in driving improvement. At the last inspection, 12 requirements and three recommendations were made. This inspection confirmed that all the shortfalls have been addressed. This promotes the safety and well-being of young people and supports good outcomes for them.

This inspection identified some shortfalls. Monitoring reports, the statement of purpose and the locality risk assessment require improvement. These shortfalls have no direct impact on young people.

Managers know the young people very well. They have a clear understanding of their plans, needs, progress and any potential obstacles to their achievements. Leaders and managers track the progress that young people make. They are able to demonstrate that the home is having a positive influence on the development of young people.

Staff receive regular supervision, appraisals, relevant training and induction. Managers would benefit from having a workforce plan. This would provide a clear oversight of staffing arrangements. Staff have regular team meetings. Staff say that they always have the support of managers and the wider staff team. This is especially important for the new, unqualified team members.

Partnership work with placing authorities is very positive. All social workers and independent reviewing officers commend the work of this home. They confirm improved outcomes for young people.

## **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.

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:** 1245390

**Provision sub-type:** children's home

**Registered provider:** DMR Services Limited

**Registered provider address:** DMR Services, 102 Queslett Road East, Sutton Coldfield B74 2EZ

**Responsible individual:** Sally Neville

**Registered manager:** Keren Iqbal

## Inspector

Amanda Ellis, social care inspector

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