

1251947

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The 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 dates: 12 to 13 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 **requires improvement to be good**

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

Date of last inspection: 12 December 2017

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: 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. As a result of the concerns identified, a restriction was put into place to prevent any additional young people being admitted to the home. This restriction was removed on 14 March 2018 after two monitoring visits identified that progress had been made.

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 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>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</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)(c)(h))</p>	31/05/2018

Inspection judgements

Overall experiences and progress of children and young people: good

The young person is making good progress because his day-to-day and overall experience of living in the home is positive. Staff deliver personalised care and support that reflect his needs. Staff are motivated and have high aspirations for the young person. Celebrating the young person's achievements has become an integral part of the routine in the home. This constant and appropriate praise has given the young person a sense of pride. This has enhanced his self-esteem and confidence. The young person said, 'I like it when I am told I have done something well.'

Staff now ensure that the young person's written plans reflect the aims and objectives of the local authority. Internal care plans match those that the placing authority provides. Staff implement these plans, and the manager reviews them so that they continue to reflect the young person's individual needs. Furthermore, young people's case files now include all necessary documentation. This means that staff now have access to the information that they need.

The young person has positive relationships with staff. The family atmosphere in the home helps him to feel safe and secure. The young person said, 'I wouldn't change anything; the staff are great.' He shared with the inspector how much he enjoyed key-work sessions and gave examples of activities that he enjoys with staff, such as gardening and baking. The manager and staff listen to the young person's views and opinions.

Staff provide the young person with the opportunity to create new memories and have happy experiences, such as partaking in fun activities. Staff support him to live a healthy lifestyle. He now enjoys physical and sporting activities, and staff encourage him to eat a healthy diet.

Promoting education has become a central ethos of the home. The young person is not attending school, but staff encourage and support him to do school work each day. Staff liaise with the education tutor effectively. This partnership working helps the young person to develop their learning. As a result, the young person recognises the positive impact that education has on their development and now wants to return to school. The acting manager is tenacious in her attempts to challenge the local authority, and an education provision has been identified because of them.

Staff provide support to the young person to develop and maintain positive relationships with his family. He said that he appreciates this support and, as a result, he is not isolated from his family.

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

The manager has taken action since the last inspection to ensure that young people are now safe in the home. There has been a reduction in both the use of physical restraint and 'missing' episodes.

Staff manage complex and challenging behaviour well. They make sure that the young person's behaviour plans provide a balance of incentives and rewards. These plans encourage the young person to take responsibility for his behaviour. Staff use one-to-one sessions to help the young person to consider the impact that his actions may have on others. This effective approach means that the young person has started to reflect on his behaviour and make positive changes as a result.

The young person explained that the manager has recently restricted his use of social media. Because of a consistent approach, he was able to understand the reasons for this and to see the benefits.

All staff undertake training in the use of physical restraint and de-escalation techniques. They use physical restraint only to prevent young people from hurting themselves or others. Records of these incidents are detailed and reflective. Staff make sure that they consistently seek the young person's comments and feedback, and use these thoughts to review behaviour plans and risk assessments. The manager takes responsibility for monitoring all incidents of restraint. When the manager has been involved in these incidents, the responsible individual has reviewed these incidents to ensure that there is robust scrutiny.

Safeguarding and child protection policies reflect statutory guidance and support partnership working with other agencies. There are comprehensive and effective procedures to manage any allegations of abuse. Staff follow these procedures to protect and promote safety at all times. This gives the young person confidence that staff and managers take any concerns that he raises seriously and that they will resolve these accordingly.

The effectiveness of leaders and managers: requires improvement to be good

The manager, who had recently started at the time of the last inspection in December 2017, has made an application to become the registered manager of the home.

The manager holds others to account should they fail to support young people or to provide them with a service that meets their needs. This means that young people benefit from integrated care and support.

Staff participate in regular therapeutic consultation sessions with the organisation's psychologist. These sessions enable staff to reflect on how they work with young people and how their actions impact on them.

Training programmes for staff have improved significantly, and staff now have regular

opportunities to refresh their knowledge of mandatory courses, such as first aid and food hygiene. However, some staff have not yet completed all of the mandatory training required. This means that they do not have the skills required to ensure that young people's needs are met.

Staff receive regular formal supervision. Since the last inspection, the manager has developed the recording templates. These now include a clear overview of what actions staff need to take before their next supervision session. These formal sessions encourage staff to identify and consider their learning needs and to reflect on their performance. This enables them to evaluate their own practice to maximise positive outcomes for young people.

Internal management monitoring systems are not consistent. This is because staff do not use these appropriately. For example, incident reports have been put into the young person's file without management oversight. Consequently, the manager is not able to fully evaluate the impact that the service has on young people or to make continuous improvements in the quality of care provided.

The manager and staff team have taken sufficient action to address the majority of the requirements raised at the last inspection. Although the progress made to date is mostly positive, these improvements are yet to be fully embedded into practice.

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 difference 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: 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

Annemarie Parker, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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