

1241407

Evergreen Children's Home Limited

Monitoring visit

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 three young people who have emotional and/or behavioural difficulties. The home is owned and operated by a private provider.

Inspection date: 14 May 2018

This monitoring visit

This home was last inspected on 16 March 2018, and was judged to have declined in effectiveness. Eight requirements were made at this time.

This monitoring inspection took place to evaluate progress made since the last inspection.

The home has been redecorated and is bright. It is mostly well presented and has a less institutionalised feel. However, some areas of the home still require attention. For example, in the courtyard the inspector found cigarette ends on the ground. Managers informed the inspector that no young person smokes and staff are not allowed to smoke on the premises. No investigation has been conducted to understand why cigarette ends are on the ground and the potential impact this has on young people's health and safety. The laundry room has a light fitting which has exposed wiring; this represents a potential electrical risk. These shortfalls detract from the efforts that have been made to improve the home.

The home still does not have a registered manager. A person has been appointed to the role of manager and is due to start shortly. The responsible individual confirmed to the inspector that an application to register will be received by Ofsted very soon. In the interim period, the responsible individual is in day-to-day charge of the home, supported by a new deputy manager. Although there has been some progress in meeting requirements from the last inspection, there remain outstanding regulations which are repeated at this inspection.

There have been no new staff taken on by the home and agency usage has reduced. However, when agency staff are used, these individuals are not appropriately vetted prior to them working in the home. This is a continuing shortfall from the last inspection. The responsible individual confirmed that checks on agency staff are not as robust as they are for the home's employed staff. Records checked during the inspection confirmed a lack of appropriate vetting. For example, references are not always appropriate and when they are not provided, or are refused, this is not explored or noted as a potential cause for concern. Similarly, full employment histories of agency individuals are not reviewed as required. This means that there is the potential for unsuitable adults to work in the home.

Risk assessments have been updated since the last inspection. However, these risk assessments lack sufficient and meaningful detail for staff to provide safe care. For example, risk assessments identify risk, but do not make clear how to manage it. This means that there is the potential for staff to lack consistency in how they manage risk. To date, this shortfall has not had a demonstrable impact on young people.

The responsible individual confirmed that the arrangements for her supervision have now changed. A person will be providing professional supervision. However, this has yet to happen. This means that the responsible individual, who is also the interim manager, has not been appropriately supervised or supported in her duties. This in turn has contributed to the shortfalls that persist in the home. The responsible individual is not afforded opportunities to discuss practice, receive professional challenge or have the benefit of a competent supervisor to support the home's development. Some shortfalls can be attributed to this lack of supervision and professional support. For example, the home's statement of purpose is vague about staff supervision and lacks the required detail. The continuing shortfalls in the home demonstrate a lack of suitable monitoring and review systems in order to ensure that the quality of care improves.

There have been further areas of regulatory shortfall identified as a result of this inspection. Although staff have undertaken some safeguarding training, there are gaps in the wider training delivered to staff. For example, no staff have been trained in self-harm and only two staff have received training in mental-health issues, working with families and child neglect. Two out of seven staff have received training in equality and diversity. This means that despite the complex and varied needs of young people in the home, staff are not equipped with the necessary skills and knowledge.

Ofsted also received notifications of concerns about the home prior to this inspection. These concerns related to a water leak in the home and an allegation that a member of staff brought their own children to the home. There was a leak which resulted in some superficial damage to a young person's bedroom. The young person was not in the home at the time. The damage was repaired immediately. The

second issue is under separate investigation by the appropriate authorities and the outcome, at this time, is not known. Ofsted will liaise with the relevant agencies to ensure that there are no regulatory concerns.

Young people reported to the inspector that they were happy and felt safe in the home. It is evident that staff genuinely care about the young people and staff are enthusiastic about supporting progress. All young people are attending education and, outside of these times, enjoy a range of age-appropriate hobbies and interests. Young people are encouraged, and supported, to express their individuality and celebrate their achievements. One young person told the inspector, 'Staff are kind and fun.'

As a result of this inspection, seven requirements have been made and two compliance notices issued. Three of the requirements have been repeated from the March 2018 inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2018	Interim	Declined in effectiveness
25/04/2017	Full	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
<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—</p> <p>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. (Regulation 12(2)(a)(i))</p>	22/06/2018
<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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12(2)(d))*</p>	22/06/2018
<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 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)(2)(c)(h))</p>	22/06/2018
<p>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))</p>	22/06/2018
<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</p>	22/06/2018

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>The registered person must ensure that all employees undertake appropriate continuing professional development and receive practice-related supervision by a person with appropriate experience.</p> <p>In particular, the registered manager is to ensure that staff attend training in line with their professional development. The registered manager is to receive regular supervision and have a copy of the supervision record. (Regulation 33(4)(b))</p>	22/06/2018

*These requirements are subject to a compliance notice.

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: 1241407

Provision sub-type: Children's home

Registered provider: Evergreen Children's Home Limited

Registered provider address: Fairgate House, 205 Kings Road, Tyseley,
Birmingham B11 2AA

Responsible individual: Tanya Humphries

Registered manager: Tanya Humphries

Inspector

Pete Hylton, social care compliance inspector

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