

1231311

Registered provider: Cove Care - Residential Limited

Full inspection

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 three young people with complex needs. The organisation states that it 'offers particular expertise in looking after young people with suspected and enduring mental health needs'. The organisation offers young people support from a variety of therapeutic staff. A private company runs this home.

A new manager registered with Ofsted in July 2018.

Inspection dates: 30 to 31 July 2018

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 5 March 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2018	Interim	Sustained effectiveness
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—</p> <p>understanding 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) and (2)(a)(iii))</p>	30/09/2018
<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—</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; and</p> <p>help each child to understand how to keep safe. (Regulation 12 (1)(2)(a)(i)(ii))</p> <p>In particular, check any hazards in the garden and home, and make sure that all staff are clear about the home's procedure on reporting allegations.</p>	30/09/2018
<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—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child</p>	30/09/2018

<p>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) and (2)(f)(h))</p>	
<p>The quality and purpose of care standard is that children receive care from staff who understand the children’s home’s overall aims and the outcomes it seeks to achieve for children and use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (2)(c)(i))</p>	30/09/2018
<p>The registered person must ensure that all employees undertake appropriate continuing professional development. (Regulation 33 (4)(a))</p>	30/09/2018
<p>The registered person must maintain records (“case records”) for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	30/09/2018
<p>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.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>The registered person must—</p>	30/09/2018

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; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))

Recommendations

- Ensure that the appropriateness and suitability of the location and premises of the home is reviewed at least every year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these, in particular when new young people arrive, and upon receipt of information from police or other agencies. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1)
- The responsible individual is responsible for ensuring that each child's day-to-day health and well-being needs are met. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.3)

In particular, ensure that food in the fridge is labelled with the opening date.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the last inspection, one young person has left the home and one new young person has recently been admitted.

Young people's educational progress remains mixed. Since the last inspection, one young person has continued to attend college and has taken end of year exams. However, one young person has still not started school or college. Staff have tried to encourage her with various choices, but she has not pursued them. As a result, the young person has missed another term of education and her chances to follow possible areas of interest. As a result, shortfalls in young people making measurable progress towards achieving their educational potential, which were raised as a requirement at the last inspection, continue to be unmet.

More positively, staff promote young people's emotional and physical health. They make sure that young people have access to all health services, including therapeutic services.

Young people enjoy different activities such as days out, going shopping and going to the cinema. Two young people recently enjoyed a holiday to Wales with staff.

Young people continue to develop their semi-independence skills. They learn how to cook, to manage a budget and how to keep their bedrooms clean. This assists their progress in getting ready for adulthood. One young person told the inspector, 'It is good so far. I like most of the staff.'

Young people develop skills to keep themselves safe, to think about others and to express their views and opinions in a constructive way. This is achieved by being able to participate in monthly house meetings and from regular discussions with their key workers about important topics, including staying safe, relationships, behaviour and other issues that are important to them.

One social worker for a young person who had recently left the home said, 'What stands out for me is the staff relationship with young people, their understanding of trauma and its impact on young people and tolerance when working with residents. I was very pleased with the service.'

How well children and young people are helped and protected: requires improvement to be good

There are health and safety shortfalls in the home and garden. A barrel of glue was left in the garden and was accessible to young people. Parts of the garden have an uneven surface, potentially leading to trip hazards. Safety checks on the home's car are two weeks out of date. The carpet in the living room is dirty and frayed and one door requires replacing. These shortfalls compromise young people's safety.

Some staff are unfamiliar with the organisation's procedure for managing allegations by young people. This can place both staff and young people at risk.

Staff do not always remember to label food in the fridge once it has been opened. This leaves staff unsure of when the food will need to be disposed of.

Young people do not put themselves at risk by going missing from the home. Furthermore, the positive relationship between staff and young people means that behaviour is well managed and that there has been no necessity for staff to use any form of physical restraint.

Since the interim inspection, staff have worked hard to improve the recording of risk assessments. Consequently, risk assessments now include strategies to manage and minimise identified risks.

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

A new manager has recently registered with Ofsted. The registered manager has a level 3 diploma in residential childcare and is completing her level 5 diploma in leadership and management of residential services.

There are some shortfalls in training. For example, one member of staff has not completed equality and diversity training or refreshed her care of medicines training.

Young people's files do not contain all information required by regulation. The looked after children's health assessments are not available. This means that staff do not have access to all the information that they need to understand young people's health needs.

The home's location risk assessment has not been updated since the last young person moved in. Consequently, risks pertinent to the needs of the young person have not been assessed against the community.

The regulator has not received the home's self-evaluation of the service, which is required every six months. This leaves the regulator without an informed assessment by the manager about the quality of care between inspections.

Staff are complimentary about the support that they receive from the managers. One staff member told the inspector that, 'Someone is always available to listen and help.'

The registered manager works well with other professionals. One social worker told the inspector, 'Communication with the manager and staff has always been very good.'

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: 1231311

Provision sub-type: Children's home

Registered provider: Cove Care - Residential Limited

Registered provider address: 16 Waterloo Road, Wolverhampton, West Midlands
WV1 4BL

Responsible individual: Lee Smith

Registered manager: Colleen Davies Jones

Inspector

Julia Wright: social care inspector

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