

SC397933

Registered provider: Cove Care Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is privately owned. It provides care for two young people who have complex needs.

The organisation has a therapy team which provides support and advice to staff.

A new manager was registered with Ofsted in June 2018.

Inspection dates: 11 to 12 September 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: 6 March 2018

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2018	Full	Requires improvement to be good
20/03/2017	Interim	Sustained effectiveness
10/05/2016	Full	Good
26/01/2016	Interim	Sustained effectiveness

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 quality and purpose of care standard requires the registered to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>(i) meet the needs of each child (ii) enable the child to participate fully in the daily life of the home. (Regulation 6(2)(c)(i)(ii))</p>	04/10/2018
<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 use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(2)(h))</p>	04/10/2018
<p>The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p>	04/10/2018

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))

In particular, ensure that the manager has signed the document after reviewing the contents of the physical intervention.

Recommendations

- Ensure that the staff skills for safeguarding include being able to identify signs that children may be at risk, and support children in strategies to manage and reduce any risks.

Inspection judgements

Overall experiences and progress of children and young people: good

The one young person currently living at the home is preparing well for adulthood. She keeps her bedroom clean, has started to cook, and is doing her own laundry. The young person has free time in the community and meets her friend nearby and visits her friend's home. As a result, she has plenty of opportunities to enjoy ordinary teenage experiences.

The young person has recently started a new college. Although it was only her first week during the inspection, she is enjoying the new environment and opportunities offered to her.

There are no longer any rooms in the home that are kept locked. There was a period when the kitchen was locked as another young person would get up in the night and start to cook, and almost caused an accident. This young person has now left the home.

Key-work sessions are held monthly, and cover relevant sessions such as peer

relationships, independence skills, menus and activities. The record made of these meetings has improved and reflects the discussions that take place. Consequently, young people are kept informed about the home and how it runs.

The young person is learning how to manage her feelings and takes time out if she needs time to think. Incidents and physical interventions have reduced, and staff work closely with the young person and advise her about strategies to manage her feelings.

The young person is offered a variety of activities. The young person told the inspector she likes going out, going shopping and sometimes going to the cinema.

The statement of purpose states that the home has a 'welcoming atmosphere'. However, there are some areas that need developing to make improvements for the young people living there. These improvements have been added in the registered manager's development plan.

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

The young person is confident to ask the staff for help and advice when she feels she needs it. Staff manage any challenges with humour and redirection. Since the last inspection, there has been a reduction in the number of physical restraints. Most physical restraints are recorded in line with regulation, but on one occasion the registered manager missed signing off one restraint record.

One young person who left the home moved to another home more suitable to her needs. At the time of the inspection, there is one vacancy at the home.

The registered manager involves other agencies when young people become at risk of getting involved in substance misuse.

There have been four missing from care episodes with one young person who has now left the home.

Staff recruitment is thorough, and all checks are completed prior to a new member of staff starting at the home. This detailed check helps to promote young people's safety.

However, not all staff know the procedures to follow if there is an allegation made against a staff member. This means that staff are not familiar with the action that would be necessary to safeguard themselves and young people.

The effectiveness of leaders and managers: good

The registered manager was registered with Ofsted in June 2018. She has a level 3 in residential childcare and is working towards her level 5 diploma in leadership and management of residential care.

Four members of staff have completed their level 3 residential childcare diploma. Two members of staff are doing the course and one member of staff is due to start. Staff undertake a variety of mandatory training courses and other courses that are relevant to young people's needs.

All staff are supervised by the registered manager every month. Staff reflect on their work with young people and their own training and development. When staff have been in post for over 12 months, they receive an appraisal.

The registered manager has high expectations for young people in her care. She is aware of young people's progress and vulnerabilities and contacts the relevant agencies who can help to support these needs.

The registered manager is ensuring that the service is operating in line with its statement of purpose. The service provides therapeutic support for staff to help them manage young people's needs. Therapists attend staff meetings and offer ongoing advice and support to staff.

One social worker told the inspector, 'I believe the staff work really well with [the name of the young person] as well as together in order to meet her needs.'

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: SC397933

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: Jenny Church

Inspector

Julia Wright, social care inspector

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