

1247144

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It is registered to provide care and accommodation for up to four children or young people.

Inspection dates: 12 to 13 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: 19 December 2017

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2017	Interim	Improved effectiveness
20/06/2017	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
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	15/10/2018
The registered person must prepare and implement a policy which is intended to safeguard children accommodated in the children's home from abuse or neglect and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular, provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. The policy must also describe the measures which may be necessary to protect children following an allegation of abuse or neglect. (Regulation 34 (1)(a)(b) and (2)(d)(e))	15/10/2018

Recommendations

- Staff should be made familiar with the home's internal whistleblowing procedures. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.9)
- The registered person should establish whether the units completed in the candidate's original qualification have content which corresponds with the units of the Level 3 Diploma for Residential Childcare; and/or the Level 5 Diploma in Leadership and Management for Residential Childcare. They should consider the relevance of the units of any original qualifications to the care of children as described in the home's Statement of Purpose. ('Guide to the children's homes regulations including the quality standards', page 68, paragraph 1.2)
- The registered person should keep a record of the information they have considered to establish 'equivalence'. ('Guide to the children's homes regulations including the quality standards', page 68, paragraph 1.3)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people make good progress in this home. They are valued as individuals. The skilled managers and staff support young people to reach their individual potential. This improves young people's overall life chances.

Young people have clear care and placement plans. These plans are detailed, up to date and regularly reviewed. This means that the staff team is clear about each young person's care needs.

Staff are enthusiastic about their work. They strive to support young people to reach their potential. Young people are nurtured. They thrive because of the care that they receive.

The physical, emotional and psychological needs of young people are fully supported. The provider has a dedicated psychologist who supports young people directly and consults with staff. All young people have regular health and medical checks. As a result, young people enjoy good health.

Staff ensure that all young people make very good educational progress. Staff are actively involved in promoting learning, both within and outside of school.

Partnership work with professionals and parents is strong. Good communication ensures that all parties have up-to-date information. The exchange of information is effective in promoting progress in line with care plans.

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

Safeguarding practice is effective. Secure relationships with staff enable young people to feel secure. Young people engage well in their education and leisure activities. This diverts them from negative behaviours and increases their self-esteem. Young people become safer as a result.

Physical intervention is only used when necessary to keep young people and staff safe. All staff have up-to-date physical intervention training. This equips them with the knowledge and skills to use safe interventions. Records of incidents are evaluated carefully by the manager to ensure that interventions are necessary, proportionate and effective.

Young people rarely go missing from the home. Staff follow the local authority Runaway and Missing from Home and Care protocol. When young people leave the home without permission, staff are proactive in their efforts to find them. This ensures that young people are located and kept safe.

Allegations against staff are reported to appropriate agencies in line with procedures.

However, managers do not maintain records of internal investigations. This means that managers might not be able to demonstrate how they have reached safeguarding decisions.

Staff have sound safeguarding knowledge. This is underpinned by regular training. However, not all staff have a secure knowledge of how to report concerns to the designated officer.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced and qualified to manage this children's home. He works alongside an assistant manager. They have a good understanding of how to meet the needs of young people in residential care. This means that outcomes for young people are good.

Since the last inspection, new staff have been recruited. Some new recruits have degree level qualifications. The manager has accepted these qualifications as suitable. But he has not assessed or kept a record to show how these qualifications are equal to or relevant to residential child care qualifications.

Generally, staff supervision and appraisals are up to date. Records show regular and detailed monitoring of staff performance. However, not all staff have been supervised. This means that managers do not know if all staff have sound safeguarding knowledge or understand the needs of each young person.

Quality assurance of the home is robust. Monthly independent visits to the home provide objective scrutiny. Additionally, the registered manager undertakes quality assurance reviews. These are detailed. They identify good practice and practice that could be improved.

Partnership work is very positive. Social workers report satisfaction with the quality of care, outcomes for young people and safeguarding 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 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: 1247144

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: Kashif Kiani

Registered manager: Matthew Gascoigne

Inspector(s)

Amanda Ellis: social care regulatory inspector

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