

1251947

Haven Care Group 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 four young people who have emotional and/or behavioural difficulties. A private company operates this home.

Inspection date: 17 October 2018

This monitoring visit

The home was last inspected in September 2018 and was judged to have declined in effectiveness. This monitoring visit took place to evaluate the provider's response to the requirements, and the one compliance notice, issued as a result of the last inspection.

There has been some good progress. Most requirements from the interim inspection have been met. However, there remains some poor practice. For example, when sanctions are given, the views of young people are still not sought or recorded. The registered manager has failed, and continues to fail, to improve staff practice in this area. Not all staff have received supervision in line with the home's policies.

There has been one restraint since the last inspection. All of the required information is now being recorded. This includes confirmation that staff and young people are spoken to about the incident. However, there has been a missed opportunity to further reflect on the incident with the young person. The registered manager has not explored the young person's views and feelings about the restraint. This is despite the young person being very vocal about her feelings around this incident. A recommendation has been made to improve this area of practice.

Since the last inspection, one young person has moved out of the home and another young person has moved in. The registered manager has ensured that consideration has been given to the needs of all the young people, including how the needs of the young person already living in the home will be addressed alongside the needs of

the young person already living in the home. The presenting risks of the new young person changed when further information came to light following the young person's placement. The registered manager challenged the placing authority about this matter and has arranged a meeting to discuss the concerns. Similarly, the registered manager has also ensured that advocacy support for a young person has now progressed, and that the previous referral has been actively pursued.

Staff training has improved. All staff now have training in fire safety and there are plans to offer further face-to-face training in a range of practice areas. Although this training has not yet been delivered in full, there are clear timescales and arrangements in place for this to happen.

Leadership and management have improved since the last inspection. There are some better systems in place to quality assure the home. The compliance notice has also been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2018	Interim	Declined in effectiveness
12/04/2018	Full	Good
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
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	30/11/2018
The registered person must ensure that 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)(c))	30/11/2018

Recommendations

- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's home regulations including the quality standards', page 22, paragraph 4.11)

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: 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: Amir Abbasi

Registered manager: Amanda Williams

Inspector

Pete Hylton, social care inspector

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