

1220887

Registered provider: Hygge Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home offers therapeutic residential placements for up to three young people who are aged between five and 12 years old on admission.

The manager has been in post since April 2016.

Inspection dates: 4 to 5 December 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: 9 January 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2018	Full	Good

23/03/2017

Interim

Sustained effectiveness

08/06/2016

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home, specifically, oversight of physical restraints. (Regulation 13(1)(a)(b)(2)(h))</p>	05/02/2019
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the home. (Regulation 14(1)(a)(b))</p>	05/02/2019
<p>The registered person must ensure that all employees, specifically the registered manager—</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(a)(b))</p>	05/02/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Young people make good progress. Since the last inspection, one young person has moved into foster care. One professional reported, 'We have earlier in the year moved a young person onto fostering and the team were highly involved in the plans as they are for the two young people who are likely to move in the near future, e.g. joint visits with the social worker, having carer in the home to build up relationships and intensive support with the children for the move.' This reflects the strong focus on supporting and preparing young people with their emotional resilience so that they are able to make successful transitions to foster care.

The manager ensures that impact risk assessments are completed prior to young people's admissions. However, risk assessments do not include the views of the young people who already live in the home. This means that young people are not influencing this area of their care.

Healthcare plans identify young people's individual health needs and staff ensure that these needs are met. Staff receive clinical guidance from the organisation's clinical psychologist, who visits the home twice a month. This guidance provides the staff with opportunities to raise and discuss any issues or strategies in relation to the care of the young people. This means that young people receive support and guidance in relation to their emotional, social and psychological well-being.

All young people make good progress in their education. Staff work in partnership with schools and teachers to ensure that young people have every opportunity to reach their full potential.

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

Young people are safe and feel safe living at the home. One young person told the inspector, 'I feel safe living here, the staff are awesome, they are great with us.'

Staff receive safeguarding training that is refreshed and they have a good understanding of their duties in promoting young people's welfare. Staff work with young people individually to address any vulnerabilities and risks. Care plans, behaviour management plans and risk assessments all contribute to meeting young people's changing needs for safety and protection.

Staff manage challenging behaviour effectively and encourage young people to reflect on incidents in a constructive and supportive way. Inappropriate behaviour is challenged or de-escalated as appropriate. Staff reinforce clear boundaries, and provide daily routines and stability for young people. This is supported by praise and recognition of achievements. Restraint is only ever used as a last resort to protect young people from harm, accident or injury, and is proportionate to their behaviour. However, the

manager has not exercised oversight of all restraints. This limits the manager's ability to monitor and safeguard young people, and means that staff practice is not being monitored and assessed.

Young people live in a physically safe environment. There are measures in place to ensure that the home is free from hazards. Regular fire drills are carried out to ensure that young people know what they need to do in the event of an emergency.

Staff are vetted and assessed as suitable before any appointment is confirmed. These procedures promote the safety of the young people by preventing unsuitable adults from working with them.

The effectiveness of leaders and managers: good

The manager has been in post since April 2016 and holds a level 4 national vocational qualification in leadership, health and social care.

Staff reported that they are well supervised and supported, and expressed confidence in the manager. External clinical supervision with a qualified psychologist provides supplementary support for the manager. A culture of therapeutic support equips staff to recognise and manage the emotional impact of their work and fosters staff resilience. The manager, however, has not received formal supervision. This means he has not been allowed to reflect on his practice or receive feedback around his performance.

The manager ensures that staff undertake regular training, which helps to improve their skills and knowledge, keeping them up to date and in line with good practice. All staff are qualified or working to gain a relevant qualification in residential childcare.

The staff team works closely with parents, professionals and other agencies. This provides a consistent approach to young people's care. Professionals spoke positively about the communication they receive. A family support worker reported, 'Partnership working seems excellent from my point of view.' This was further validated by a placements officer, who reported, 'There is evidence of excellent working relationships with the social workers involved.'

In response to the one recommendation made at the last inspection, there have been improvements in the staff debriefs that occur after physical interventions. However, management oversight is not taking place consistently.

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: 1220887

Provision sub-type: Children's home

Registered provider: Hygge Care Limited

Registered provider address: 8 The Pavilions, Cranmore Drive, Shirley, Solihull B90 4SB

Responsible individual: Justin Evans

Registered manager: Justin Evans

Inspector

Dave Carrigan: social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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