

# 1247144

Registered provider: Haven Care Group Limited

Interim 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. The registered manager post is vacant. A new manager has been appointed and has made an application to register.

**Inspection date:** 22 January 2019

**Judgement at last inspection:** good

**Date of last inspection:** 12 September 2018

**Enforcement action since last inspection:**

A compliance notice has been issued in relation to shortfalls identified at this inspection. These shortfalls relate to leadership and management.

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

Since the last inspection, the home has had a period of disruption. Ofsted has received anonymous complaints which raise concerns about the operation of the home and the capacity to safeguard young people. Due to the concerns raised, Ofsted carried out this interim inspection.

The inspection found that the home had declined in its effectiveness to provide good care to all young people. Leaders and managers have not ensured that there has been robust care planning. Arrangements for the admission and discharge of young people resulted in poor dynamics and disruption. Young people have assaulted each other and have assaulted staff. Young people have been at risk and have been criminalised.

The home is not working in line with its statement of purpose. Specifically, 'providing a home which has high expectations and aspirations for all the young people'. Leaders and managers have not ensured that all young people have improved outcomes.

Safeguarding arrangements have failed to support young people to keep themselves safe. Arrangements to educate young people about risks relating to drugs and alcohol misuse have been inadequate.

Young people have caused frequent and significant property damage. Window restrictors have been broken and not immediately replaced. This puts young people at risk of harm, as young people have attempted to exit the house from first-floor windows. Risks are also evident in the delay in repairing an external fire door. This means that the provider has not ensured that young people are safeguarded.

Not all young people have educational placements. Managers have not ensured that there are arrangements to provide alternative education, in the absence of a full-time school place. Opportunities for young people to learn informally or within the home are lacking. The routines of the home do not support participation in education. This is because some young people remain in bed until the afternoon.

Managers and staff have not worked cohesively. Behaviour management has been poor. There is a lack of consistency between staff in setting and maintaining boundaries and consequences for negative behaviours. This means that young people do not learn to regulate negative behaviours. This does not support young people to make progress.

Young people live away from their home locality. The provider has not ensured that young people have access to an independent advocate to advise them and ensure that they have the support they need. This restricts young people's capacity to express their views, wishes and feelings about their care and lives.

Staffing arrangements have changed since the last inspection, with several staff leaving. The home currently has sufficient staff to operate in line with the statement of purpose. However, the manager has not retained copies of staff rotas. This limits the regulator's ability to assess whether sufficient staff have been deployed in previous months.

The manager has not met the recommendations set at the previous inspection in respect of assessing the compatibility of staff qualifications with the appropriate qualification for residential childcare.

This inspection identified that despite a period of disruption in the home, managers and staff did successfully support a young person to manage and stabilise self-injurious behaviours. This shows a focus on ensuring individualised care.

The home has experienced poor staff retention. However, the provider has taken steps to recruit a core staff team who have the relevant qualifications and training. The responsible individual and managers understand the shortfalls and have clear plans

in place to promote improvement.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/09/2018	Full	Good
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
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff provide an explanation to each child as soon as reasonably practicable after the child's arrival about—</p> <p>what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision.</p> <p>(Regulation 7 (1)(a)(b)(c)(2)(d)(iii))</p>	13/03/2019

<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—</p> <p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>help each child to attend education or training in accordance with the expectations in the child’s relevant plans; and</p> <p>that each child has access to appropriate equipment, facilities and resources to support the child’s learning. (Regulation 8 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vii)(viii)(ix)(x)(b))</p>	<p>13/03/2019</p>
<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—</p> <p>that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm.</p>	<p>13/03/2019</p>

<p>(Regulation 12 (1)(2)(b))</p> <p>This relates to reducing risks regarding drugs and alcohol misuse, the provision of key-work sessions; educating young people on the risk of harm; providing a consistent staff team; maintaining consistency in staff's managing of boundaries.</p>	
<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—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health.</p> <p>(Regulation 12 (1)(2)(d))</p> <p>This relates to the timely repair and/or replacement of window restrictors, fire door and the cupboard used for restricted items.</p>	<p>13/03/2019</p>
<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>(Regulation 13 (1)(a)(b))</p>	<p>13/03/2019</p>
<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.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed.</p> <p>(Regulation 14 (1)(a)(b)(2)(c))</p>	<p>13/03/2019</p>
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p>	<p>13/03/2019</p>

<p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry.</p>	
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(Regulation 37 (1)(2)(a)(b)(c))

This specifically relates to the retention of staff rotas.

\* These requirements are subject to a compliance notice.

## Recommendations

- The registered person should also 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)

## 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** Post vacant

## **Inspector:**

Amanda Ellis, social care regulatory inspector

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