

# 1226612

Registered provider: Harmony Residential Homes Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is run by a private organisation. The home aims to provide support and care through a child-centred and individualised approach.

The registered manager has been in post since 30 April 2018.

**Inspection date:** 20 February 2019

**Judgement at last inspection:** good

**Date of last inspection:** 13 August 2018

**Enforcement action since last inspection:** none

## **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 improved effectiveness.

Children make good progress in all areas of their development. Their day-to-day experiences are immensely positive. This is because staff consistently deliver nurturing care, which focuses on identifying and meeting children's individual needs. Relationships between children and staff are extremely positive. Continual verbal praise means that children learn to build healthy relationships with adults.

Staff are excellent advocates for children. Staff help children to understand the content of their care and support plans, and to celebrate their achievements. This help encourages children to continue to develop new skills. For example, one child spoken to during the inspection said that she is looking forward to starting volunteering work with

an established and well-known children's organisation, as her wish for the future is to work with children.

Staff work with schools, allocated teaching staff and placing authorities to make sure that children's learning experiences are positive. The staff identify and address the physical and emotional barriers to education that children may face. Staff have high aspirations for children and incorporate these into learning and support plans. These plans reflect children's needs and preferences and their learning styles and interests. This integrated approach means that children benefit from continual learning opportunities.

Children take part in a wide and varied range of social, leisure and educational activities. Staff continually encourage children to try new things and to make the most of opportunities and facilities in the local community. Consequently, children develop new hobbies and interests, grow in confidence and develop their social skills. For example, a child of Muslim faith has been supported to attend the local mosque, Islamic centres and Islamic studies. All of the staff have totally embraced this child's cultural and religious beliefs.

Staff understand how important children's families are to them. When appropriate to do so and taking account of children's wishes, staff work with families and placing authorities to facilitate regular family visits and social occasions. These interactions help children to maintain important relationships and to ensure that they are not isolated from their families.

Staff are competent in identifying triggers and antecedents of children's challenging behaviours. The staff quickly deploy de-escalation techniques to distract children and refocus their attention. Consequently, the home has had no incidents of physical restraint in some years. When appropriate, staff use incentives and rewards to help children to learn to manage their behaviours. This approach encourages children to consider the impact of their actions on others. Missing-from-care episodes for one child have significantly decreased due to the relationships that they have built with staff, especially the manager. However, when sanctions are used, the manager has not ensured that the records are fully completed to reflect discussion with children and staff after sanctions have been applied.

The manager has an excellent knowledge and understanding of child protection thresholds and referral processes. She works in partnership with safeguarding agencies. Staff understand their own responsibilities for protecting children. They are particularly alert to any changes in children's behaviours or reactions that may indicate abuse or harm. This enables early help and intervention and promotes children's safety.

Staff receive regular, good-quality, formal supervision. The registered manager uses these supervisions to help staff to reflect on and assess their practice and to consider their learning needs. Training programmes mirror children's individual and often complex welfare needs and the overall aims and objectives of the service. For example, specialist training in Islamic awareness was purchased to ensure that all of the staff have the skills

and knowledge to meet one child's specific needs.

The managers and staff promote equality and diversity. They support children to appreciate and accept people's differences and understand the negative impact of discrimination. The registered manager ensures that she embeds this good practice in the day-to-day running of the home. A social worker spoken to during the inspection said, 'This staff team is very nurturing and participates in everything [the child] does.'

Children live in a well-maintained and welcoming home. The environment reflects children's individual needs and choices. This results in a comfortable and relaxing home in which children can progress, thrive and prepare for adult life.

The manager has met the one requirement and three recommendations raised at the last inspection, to good effect.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2018	Full	Good
12/09/2017	Full	Requires improvement to be good
20/12/2016	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 registered person must ensure that—</p> <p>within 48 hours of the use of a measure of control, discipline or restraint, the registered person, or a person who is authorised by the registered person to do so ('the authorised person')—</p> <p>has spoken to the user about the measure; and</p> <p>within 5 days of the use of the measure, the registered person</p>	31/03/2019

or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(c))	
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## 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:** 1226612

**Provision sub-type:** Children's home

**Registered provider:** Harmony Residential Homes Ltd

**Registered provider address:** Flat 3, Robinson Court, 5 Magdalene Gardens, London N20 0AF

**Responsible individual:** Sajida Kiyanni

**Registered manager:** Caprice Haines

## Inspector

Cathy Russell, social care inspector

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