

SC379123

Cove Care Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home offers care for up to five young people who may have a combination of mental health, psychological, emotional and/or complex care needs.

The registered manager is currently working towards his level 5 diploma in leadership and management.

Inspection date: 16 April 2019

This monitoring visit

This home was judged declined in effectiveness at the interim inspection conducted on 11 March 2019. Following the inspection, the home was served with four compliance notices. These related to shortfalls in leadership and management, medication and the safe recruitment of agency members of staff.

To evaluate the progress being made by the organisation, a monitoring visit was conducted on 16 April 2019.

During the monitoring visit, the registered manager, responsible individual and director for practice development reported that they have put together an action plan to address the shortfalls identified.

Since the last inspection, the registered manager has been provided with a lot of support. This support has enabled a full audit and review of the care of medicines in the home to be carried out. A new complaints process has been introduced by the organisation and means that complaints are now receiving greater managerial oversight.

The work carried out by the organisation has resulted in improvements to the home's systems for monitoring and reviewing the quality of care. This demonstrates that managers are now providing more challenge and oversight of the quality of care that young people receive.

Despite the good progress, there are still shortfalls in the safe recruitment of staff and the manager is still not escalating concerns over delays in staff receiving up-to-date care plans for young people from their placing authorities in a timely manner. These continued delays mean that young people continue to have uncertainty over their futures. These two ongoing shortfalls have resulted in two compliance notices being reissued.

This monitoring visit only looked at the progress made against the four compliance notices. All other requirements will be reviewed at the home's next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2019	Interim	Declined in effectiveness
24/09/2018	Full	Requires improvement to be good
27/02/2018	Interim	Improved effectiveness
23/05/2017	Full	Requires improvement to be 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
In meeting the quality standards, the registered person must, and must ensure that staff, if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))*	30/05/2019
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult. (Regulation 6 (1)(a)(b)(2)(vi))	30/04/2019
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and	30/04/2019

<p>feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; and help each child to express views, wishes and feelings. (Regulation 7 (1)(c)(2)(a)(i)(ii))</p>	
<p>The health and well-being standard is that children receive advice, services and support in relation to their health and well-being.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(b)(2)(c))</p>	30/04/2019
<p>The care planning standard is that children receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b))</p>	15/04/2019
<p>A person may only manage a children's home if the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(ii))</p>	15/04/2019
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(b)(3)(d))*</p>	30/05/2019
<p>The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child and are kept up to date. (Regulation 36 (1)(a)(b))</p>	30/05/2019

*These requirements are subject to a compliance notice.

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: SC379123

Provision sub-type: Children's home

Registered provider: Cove Care Residential Limited

Registered provider address: 16 Waterloo Road, Wolverhampton, West Midlands
WV1 4BL

Responsible individual: Rachel Oliver

Registered manager: Gary Tinsley

Inspector

Sarah Junor-Fitzpatrick, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019