

# 1245390

Registered provider: Dmr Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to provide care and support for up to five children and young people who have social, emotional and/or behavioural difficulties. It is owned by a private provider.

**Inspection dates:** 11 to 12 September 2019

**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:** 18 June 2019

**Overall judgement at last inspection:** Inadequate

### Enforcement action since last inspection:

Following an inadequate judgement at the last full inspection on 18 June 2019, Ofsted issued a restriction notice. This prevented the provider from accepting any new admissions until 13 September 2019. Ofsted undertook a monitoring visit on 31 July 2019. This monitoring visit identified that the provider was complying with the restriction notice.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2019	Full	Inadequate
13/03/2019	Interim	Improved effectiveness
18/04/2018	Full	Good
19/10/2017	Interim	Declined in effectiveness

## What does the children's home need to do to improve?

- A deprivation of liberty may occur where a child is both under continuous supervision and control and is not free to leave the home. A children's home cannot routinely deprive a child of their liberty without a court order, such as a section 25 order to place a child in a licensed secure children's home, or, in the case of young people aged over 16 who lack mental capacity, a deprivation of liberty may be authorised by the Court of Protection following an application under the Mental Capacity Act 2005. ('Guide to the children's homes regulations including the quality standards', page 50, paragraph 9.63)
- Staff should have the skills and confidence to communicate easily and understand the importance of listening to, involving and responding to the children they care for. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.10)

## Inspection judgements

### Overall experiences and progress of children and young people: good

The home has accommodated three long-term residents since the last inspection. All young people confirm that considerable improvement has taken place in the home. They say that they feel valued, happy and safe.

Young people have a range of complex needs. The staff receive child-specific training that enables them to understand the underlying reasons why children display particular behaviours. This means that staff are able to provide effective interventions and support.

Young people make good progress overall. Care plans recognise that young people will progress at different rates and that young people will develop their own unique coping mechanisms. One social worker said: 'They have got to know not only the young person, but her family. This has supported her care plan.' In some cases, progress is so positive that young people can move back to the care of their families.

Young people confirm that they are consulted with on an individual and group basis. This means that they are actively contributing to their care plans. However, young people do not always get a response when they put forward their ideas and suggestions for the home.

Young people attend tailored education and training programmes. One young person has been successful in moving from school to a vocational apprenticeship. Young people who have been non-school attenders are supported by the staff team to begin education programmes. This support promotes improved outcomes.

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

Safeguarding concerns have significantly reduced since the last full inspection. This is confirmed by social workers. Police have not been required to respond to serious

incidents. This is because the dynamics between young people are more positive. Young people are more settled and focus on more positive activities.

Young people confirm that they do not experience bullying. Staff and young people have benefited from attending a bullying workshop. This has raised awareness about recognising, responding to and preventing bullying.

Physical interventions have been used to prevent young people placing themselves at risk of serious harm. Records show that interventions were necessary, proportionate and effective.

Incidents of young people going missing from the home have been managed effectively. Some risk-taking behaviours, relating to one of the young people, led to the provider locking the door and gates for a limited period of time. The young person's behaviours were stabilised, and she remained safe. However, this practice restricts the liberty of young people. The provider and the placing authority are reviewing the young person's care plan, to ensure a lawful approach to risk management.

### **The effectiveness of leaders and managers: good**

Leaders and managers have the right qualifications and experience to provide care which improves young people's outcomes. They have been effective in addressing shortfalls and driving improvement.

The management team has successfully met all of the requirements set at the full inspection. The improvements include:

- A programme of building and maintenance work that has provided a high-quality, comfortable and safe environment.
- A comprehensive programme of staff training that has equipped staff with improved knowledge of safeguarding and behaviour management.
- Admission and care planning arrangements have been reviewed to ensure compatibility of residents.
- Managers have worked with staff to ensure that there is a cohesive and effective staff team.
- New quality assurance arrangements that ensure a rigorous analysis of the operation of the home.
- Better recruitment practice that ensures the safe recruitment of both temporary and permanent staff.

Since the last full inspection, Ofsted has received complaints about the operation of the home. This inspection identified that the issues within the complaints have been addressed.

Staff feel supported in their role. Regular supervision and annual appraisals ensure that managers understand the developmental needs of staff.

The quality of relationships between managers, staff and external professionals is good. One social worker said: 'I cannot fault the communication and partnership working of all

the staff, especially the managers.' Effective multi-agency working means that care plans are carefully reviewed and care needs are addressed.

The leadership and management team has reflected on previous inspections. Better monitoring systems enable the team to analyse the effectiveness of the home and the outcomes achieved. The team has clear plans in place to sustain good standards and drive further improvement.

## **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:** 1245390

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

**Registered provider:** Dmr Services Ltd

**Registered provider address:** D M R Services, 102 Queslett Road East, Sutton Coldfield, Birmingham B74 2EZ

**Responsible individual:** Sally Neville

**Registered manager:** Keren Iqbal

## Inspector

Amanda Ellis, social care inspector

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