

# 1247144

Registered provider: Haven Care Group

Full 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 and/or young people.

**Inspection dates:** 3 to 4 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 **outstanding**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 22 January 2019

**Overall judgement at last inspection:** Declined in effectiveness

### Enforcement action since last inspection:

The interim inspection on 22 January 2019 resulted in a judgement of declined effectiveness. Due to regulatory shortfalls related to the leadership and management of the home, a compliance notice was issued. A monitoring visit took place on 15 March 2019. At this visit, the provider demonstrated clear evidence of improvement, and had met the steps of the compliance notice.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
22/01/2019	Interim	Declined in effectiveness
12/09/2018	Full	Good
19/12/2017	Interim	Improved effectiveness
20/06/2017	Full	Good

## Inspection judgements

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

This home has significantly improved since the last inspection. The improvements mean that children and young people benefit from receiving a good quality of care and have better outcomes. The staff team has worked hard to make the house and the gardens into a lovely environment. Children and young people have been involved in the renovation of the home.

Children and young people are only admitted to the home if they are compatible with existing residents. Care planning is stringent, child focused and regularly reviewed within the multidisciplinary team. This means that day-to-day care is responsive to emerging needs and risks.

Care provision supports children and young people to make good progress. An independent reviewing officer said: 'This placement is the best thing that has happened to him. The home is on track in delivering the care plan and he is making great progress.'

Education is a priority. All children and young people have tailored education provision, which maximises their capacity to achieve well and enjoy their education. The home was described as 'impressive' by one teacher. This inspection found very strong evidence of the home being effective in promoting educational outcomes.

Staff have an excellent understanding of the individual healthcare needs of children and young people. Complex needs, including those associated with drug and substance misuse, are addressed directly with children and young people. Staff are proactive and work alongside a range of healthcare professionals. This partnership work ensures that children's and young people's health outcomes are maximised.

The views, choices and wishes of children and young people are valued. Staff empower children and young people to make choices and decisions about their day-to-day care and care plans. Staff ensure that children and young people can access an advocate of their choice.

Staff enable children and young people to play and have fun. The home is a stimulating environment where children can enjoy a number of indoor and outdoor play activities. This home is loved by the children and young people. They take pride in it and view it as their home.

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

Safeguarding arrangements are good. The designated safeguarding officer, social care professionals and the police confirmed that there have been no safeguarding incidents or concerns.

The new manager has ensured that the staff team has engaged in a comprehensive programme of training, with a strong safeguarding perspective. This has enabled the staff team to have a solid understanding of safeguarding issues and procedures.

There have been no physical interventions used since the last inspection. This shows that staff implement behaviour management strategies well, and effectively de-escalate challenging behaviours.

Incidents of children or young people going missing from the home are rare. When this has occurred, staff have followed appropriate procedures. Staff are proactive in locating children and young people who run away. On their return to the home, children and young people take part in return interviews. This helps staff and other agencies to develop risk-minimisation strategies.

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

Leaders and managers have worked as an effective team. This teamwork has had a very positive effect on the operation of the home. Two accomplished deputy managers have supported the manager. Leaders and managers are excellent role models. The new manager has also helped the staff to develop a strong team ethic. The staff have a clear focus on ensuring that all children and young people succeed and reach their potential.

The professional development of the staff team is a priority for managers. This includes staff undertaking research projects and accessing a broad range of training opportunities. Supervision arrangements are excellent. Rigorous supervision enables managers to monitor the quality of care and ensure that staff are supported in their roles.

Partnership work is excellent. Social workers, education professionals and independent reviewing officers were unanimous in their praise for this home.

Rigorous internal and external quality-assurance systems provide detailed analysis and evaluation of the care provision. This means that managers have a clear understanding of the home's strengths and weaknesses.

The development of the home is guided by clear plans. These plans are realistic, targeted and measurable. They demonstrate a real determination to achieve continual 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:** 1247144

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

**Registered provider:** Haven Care Group

**Registered provider address:** Haven Care Group, First Floor, Unit 3, Barberry Court, Burton-on-Trent, Staffordshire DE14 2UE

**Responsible individual:** Kashif Kiani

**Registered manager:** Nicol Orme

## Inspector

Amanda Ellis: social care inspector

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