

1241407

Evergreen Children's Home Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care and accommodation for up to three young people who may have social and/or emotional difficulties.

The home has been without a registered manager since January 2018.

Inspection date: 22 August 2019

This monitoring visit

Ofsted inspected this service in April 2019 and judged the home inadequate. Ofsted served a restriction of accommodation notice to prevent any new young people from being admitted to the home. In addition, three compliance notices were issued.

A monitoring visit was carried out on 23 May 2019. This visit found that limited progress had been made. This resulted in the three compliance notices being reissued. Following a further monitoring visit in July 2019, the compliance notices were considered met. At this time, the restriction of accommodation notice was lifted.

At the last full inspection carried out on 22 and 23 July 2019, the home was judged as requires improvement, although leadership and management remained inadequate.

Following the last visit in July, Ofsted received two complaints that raised serious concerns regarding the care and safety of the two young people in placement.

These concerns triggered this monitoring visit.

The early progress found at the July full inspection had not been sustained. Senior managers had failed to notify Ofsted that a serious allegation had been made

against the home's new manager. Senior managers' response to this serious allegation was found to be inadequate. Managers had not informed Ofsted or taken swift action given the seriousness of the allegation. The responsible individual told inspectors during the inspection that he had been aware of the incident for only a week. However, the inspectors were provided with evidence that showed that the responsible individual had been informed much earlier.

At the end of July 2019, there were two safeguarding incidents involving the two young people. One of these incidents involved one young person physically assaulting the other young person. Managers did inform Ofsted of the incident, however they withheld vital information. The young person who was assaulted was moved to another home overnight for his own safety. This young person had already asked the staff to contact the police because he felt unsafe yet this request was not followed up. Staff made no attempt to consult the young person's placing authority prior to deciding to move him to another home. This shows a total failure to help young people to feel safe and to know that they are listened to and respected.

Risk assessments continue to lack sufficient detail to help the staff to keep young people safe. For example, staff have not recorded enough detail in risk assessments to help them to manage and/or reduce risk.

Staff have failed to help young people to be proud of their personal space. For example, inspectors found one young person's bedroom to be in an extremely poor state. There were debris and items across the floor. There was evidence that the young person had been smoking in his bedroom, as tobacco and lighters were found on the floor.

Case records fail to represent an accurate account of events. For example, inspectors found information that conflicted between two sets of records relating to the same incident. The number of physical interventions carried out by staff is not accurate or recorded appropriately. One incident described the staff as 'pulling a child off' another young person, yet this was considered not to be a physical restraint. This represents a total failure to recognise the importance of maintaining accurate and up-to-date records that reflect young people's care.

As a direct result of the multiple weaknesses found during this monitoring visit that have left young people without adequate protection from harm, Ofsted has made the decision to issue a further restriction of accommodation notice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2019	Full	Inadequate
30/11/2018	Interim	Declined in effectiveness
26/06/2018	Full	Good
16/03/2018	Interim	Declined in effectiveness

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>In meeting the quality standards, the registered person must, and must ensure that staff–</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs;</p> <p>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.</p> <p>(Regulation 5(a)(b)(c))</p>	18/10/2019
<p>The quality and purpose of care standard is that children receive care from staff who–</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to–</p> <p>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.</p> <p>(Regulation 6(1)(a)(b), (2)(b)(vi))</p>	18/10/2019
<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 staff–</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12(1), (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii))</p>	
<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–</p> <p>employ an individual to work at the children’s home; or</p> <p>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,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that–</p> <p>the individual is of integrity and good character; and</p> <p>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)(a)(d))</p>	<p>18/10/2019</p>

<p>The registered person must ensure that–</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes–</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure (“the user”), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, 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>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))</p>	<p>18/10/2019</p>
<p>The registered person must notify HMCI and each other relevant person without delay if–</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p>	<p>18/10/2019</p>

<p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child–</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(a)(b)(c)(d)(i)(ii)(e))</p>	
<p>The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating–</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>(Regulation 45(1), (2)(a)(b)(c), (3))</p>	<p>18/10/2019</p>

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: 1241407

Provision sub-type: Children's home

Registered provider: Evergreen Children's Home Limited

Registered provider address: Fairgate House, 205 Kings Road, Tyseley, Birmingham B11 2AA

Responsible individual:

Philip Elson

Registered manager: Post vacant

Inspectors

Debbie Holder

Debbie Bond, social care inspectors

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