

# 1251947

Registered provider: Haven Care Group

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is registered to provide care and accommodation for up to four young people who have complex emotional and/or behavioural needs. A private company operates this home.

The manager has recently been registered with Ofsted.

**Inspection dates:** 12 to 13 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:** 4 September 2018

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

### Enforcement action since last inspection:

A monitoring visit took place on 17 October 2018 to evaluate the provider's response to the requirements and one compliance notice. The compliance notice and most of the requirements were met.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2018	Interim	Declined in effectiveness
12/04/2018	Full	Good
12/12/2017	Full	Inadequate

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

### Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
<p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24(1)(a)(d))</p>	31/10/2019

## Inspection judgements

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

Relationships between young people and staff are built on trust and respect. Young people learn to accept each other because staff provide good parenting and are positive role models. Young people make friends easily and learn to be more tolerant of each other.

Young people know their rights because staff help them to understand these. They know how to complain. In addition, staff provide young people with access to an independent advocate and issue a guide to the home to them when they arrive. When young people raise their concerns, the manager takes swift action to listen to, investigate and act on their concerns. This helps young people to have their say and feel that they are taken seriously.

Staff help young people to raise their views and wishes. Staff hold regular meetings that

enable the voice of young people to be heard. As a result, staff act to meet young people's wishes or agree a compromise when these cannot be fulfilled.

All young people attend education and staff help them to maintain good attendance and attainment. Staff make regular contact with school staff to keep up to date with young people's progress. This good sharing of information helps to ensure that young people continue to have positive experiences at school and achieve good educational outcomes.

Staff provide young people with access to a variety of leisure pursuits that young people enjoy. Staff encourage young people to eat healthy, well-balanced meals. The constant monitoring of young people's health and well-being by staff helps young people to keep fit and well.

Staff support young people to move on from the home in a planned and sensitive manner. As a result, young people transition safely to their new home.

Young people are supported by staff to visit family and friends. This regular contact between young people and people who are important to them strengthens bonds.

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

Staff manage young people's behaviour in line with their individual behaviour management plans. Trained staff only use physical intervention as a last resort. Restraint practice is monitored carefully by the manager. This ensures that young people and others are protected from harm.

Young people receive praise and rewards for positive achievements and good behaviour. For example, staff set goals for young people to achieve, such as regular school attendance or keeping their room tidy. Once these goals are met, young people benefit from gifts such as tickets to go and watch their favourite football team. This approach helps young people to understand how to behave.

All young people's bedroom doors have an alarm installed that is activated at night. Bedroom door alarms cannot be isolated to individual bedrooms. This means that young people who do not require the use of these alarms are monitored unnecessarily. The back garden is also monitored 24 hours a day by closed-circuit television. These measures are more intrusive on young people's privacy than is necessary given the needs of the young people.

Staff recruitment is thorough, which helps to ensure that those working with the young people are suitable and safe to do so. As a result, young people are protected from unsuitable candidates having access to them.

Young people receive good support from staff about how to stay safe when they are online gaming, using the internet or their mobile phone. Staff regularly observe and review the use of technology. As a result, young people learn how to use their devices safely and know what to do if they are worried about anything they see or hear online.

Staff take appropriate action to conduct room searches when staff suspect young people have items in their bedrooms that pose a risk. This effective action by staff helps to keep young people and others safe from harm.

Staff respond well to any allegation raised by young people. The designated safeguarding lead refers any allegations appropriately and takes prompt and effective action on the advice of the designated officer for the local authority. Following due process in response to safeguarding concerns contributes to keeping young people safe.

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

Staff are led by a dedicated and passionate management team. The manager leads by example and staff mirror his passion and dedication. As a result, young people receive good-quality care.

The manager's monthly review of the quality of care and the independent visitor's monthly report help provide feedback about what the service needs to improve and what is going well. This effective monitoring by the manager ensures that the home continues to deliver good-quality care to young people.

Working relationships between the manager and external professionals are effective. The inspector received positive feedback from several professionals and family members about the quality of information that is shared with them by the staff and managers. As a result, professionals, parents and carers feel confident that young people receive good care and support.

The manager keeps staff up to date with current affairs through regular team meetings and supervision. Staff benefit from additional training provided in team meetings that helps them to understand the operation of the home. This proactive approach by the manager keeps staff motivated.

The home is well maintained by staff and provides a warm, welcoming environment for those who live, work or visit the home.

## **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:** 1251947

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

**Registered provider:** Haven Care Group

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

**Responsible individual:** Amir Abbasi

**Registered manager:** Mathew Gascoigne

## Inspector

Michelle Spruce, social care inspector

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