

2503076

Registered provider: Hygge Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home offers residential placements for up to three children aged five to 12 years old on admission who experience emotional and/or behavioural difficulties.

The home works therapeutically with children over 12 to 18 months to prepare them for a planned transition to family care.

A small private provider owns this home, which Ofsted registered in February 2019. This is the home's first inspection.

Inspection dates: 22 to 23 October 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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

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>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))</p>	13/12/2019
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met. (Regulation 13 (1)(a)(b)(2)(g)(i))</p>	13/12/2019
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, the registered</p>	13/12/2019

person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

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.
(Regulation 35 (3)(b)(i)(ii)(c))

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a large and homely house. Staff use the space available to provide craft activities, a playroom, and separate areas as needed by children who are seeking a quiet and safe place. The children have personalised their bedrooms by displaying their artwork and their teddies and toys. Children and staff sit around a large dining table to eat and talk together about the day. This reinforces children's daily experiences, which helps them to feel secure and invest in the home.

Children look forward to fun activities such as swimming with staff. The children still talk about their summer holiday together. The children informed the inspector that they like living together. They play together with staff supervision. The registered manager encourages children to join local clubs.

Children enjoy living in this home. Staff members have established routines which are particularly successful in helping children settle before bedtime. Each child has their own specific carers responsible for caring for them each day. This promotes consistency in care which supports children to make progress. Staff report that children are eating more varied diets, children's enuresis is improving, and staff manage incidents to keep everyone safe.

Children have good relationships with staff whom they trust. They are increasingly talking to staff or using art to explore their experiences and express their feelings.

A clinical psychologist provides monthly training and consultation to the staff. The staff receive guidance which addresses the individual emotional and behavioural needs of the children. All staff are positive that the children will be able to progress through their journey into foster or family care.

Children's social workers are pleased with the progress that children are making. These

children have experienced multiple placement breakdowns. Social workers feel confident that the staff can manage the behavioural and emotional challenges presented by the children. Children tell their social workers that they are happy.

Two of the children attend school, where they work hard and enjoy outdoor experiences including football and hiking. One child delivered a reading in front of 200 people attending the school's harvest festival. Staff are very proud of this achievement. The registered manager is escalating the request for a school placement for the third child, who is currently receiving home tuition. This will allow her to have the same social and academic experiences that the other children have.

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

Children are helped by staff to feel safe and protected in this home. Staff have positive relationships with children. Staff maintain high supervision levels to minimise the risks for children who go missing, self-harm, or are vulnerable to exploitation. When staff identify risks, they intervene promptly and effectively. Staff carry out work with children to help them understand risks from online activity and wandering off. Children have updated behaviour support plans which provide guidance to staff.

Staff promote appropriate behaviour and recognise it as it occurs. Staff reward children's behaviour with praise and a dip in the grab box which contains treats, including sweets and toys. The inspector saw one child dipping in the grab box following his participation in the school's harvest festival. Staff use short natural consequences for behaviour which they are discouraging.

Staff have positive relationships with children and they monitor their interactions closely. Staff are aware that children can get bullied. They talk to the children about playing nicely and act as role models for them.

The registered manager has matched children moving into this home alongside others living there, and taking into account staff's skills and experiences. The registered manager recruits staff safely, and the home is adequately staffed. Staff receive appropriate training for their roles, as well as consultation provided by a clinical psychologist.

The staff work together as a team. This helps to de-escalate or effectively manage incidents. Staff manage unsafe behaviours where children are a risk to themselves or others with physical interventions. The inspector sampled records which showed appropriate use of physical interventions by staff trained in a recognised model.

There is good evidence of staff speaking with children after a physical intervention has taken place. Children reflect on their behaviour with staff who provide comfort and reassurance to help children emotionally regulate. Staff debrief as a team and the registered manager speaks to them. However, the form used to record a physical intervention is not as robust as it should be. The registered manager does not record

that he has spoken to children or staff. This oversight does not provide confirmation by the registered manager that the details of the measure used are accurate.

The effectiveness of leaders and managers: good

The registered manager is child focused in his approach and wants children living in this home to have the successful outcome of progressing into family care.

In the first six months of operation, the registered manager has concentrated on settling children into the home and developing the staff's confidence in their practice. Staff enjoy working in the home and feel proud of their work. Staff state that they work well together as a team. The inspector observed the key-carer system working well, with staff assigned to children each day and staff complementing and supporting each other.

Staff receive regular and effective supervision from the registered manager. Supervision balances support, professional challenge and personal development. Staff feel valued by the registered manager. All staff have completed mandatory training. The registered manager monitors the training matrix to identify when training requires updating. A wide range of additional training courses are available to help staff meet the needs of the children they look after. Where needed, staff are completing level 3 and level 5 qualifications.

Social workers state that they receive regular communication through weekly update reports and additional alerts following incidents. One social worker stressed that staff also inform her of positive news as it occurs. Social workers describe the team as responsive, always available, and willing to take on additional tasks such as supervision of visits to family.

Staff help children living in this home to express themselves either through group opportunities such as 'Children Chat' or individually with their key-carer.

Children have contributed to staff recruitment processes and will in the future contribute to staff appraisals.

The staff receive therapeutic support from a clinical psychologist who provides training and consultation to staff, plus some clinical supervision. The clinical psychologist attends team meetings where she is involved in reviewing the progress of children and advising on strategies to meet the emotional needs of children. Staff do not record adequately how the psychological guidance informs and improves care practice. The registered manager will be embedding this psychological model further into the ethos of the home.

The registered manager maintains records as required and responds to recommended actions made by the independent visitor. He does not currently use a monitoring and review system to pick up actions, patterns, and trends. The registered manager recognises that systems to record monitoring now need developing to ensure that the home operates effectively and efficiently while making continuous improvements.

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: 2503076

Provision sub-type: Children's home

Registered provider: Hygge Care Ltd

Registered provider address: 8 The Pavilions, Cranmore Drive, Shirley, Solihull B90 4SB

Responsible individual: Justin Evans

Registered manager: Gavin Cross

Inspector

Joanna Warburton, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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