

1220887

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

A small private provider owns this and one other home. The responsible individual for this home is also the registered manager. The home has been open since November 2015.

Inspection dates: 21 to 22 January 2020

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 December 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/12/2018	Full	Good
09/01/2018	Full	Good
23/03/2017	Interim	Sustained effectiveness
08/06/2016	Full	Good

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 registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership.</p> <p>(Regulation 27(1)(a)(b)(i))</p>	<p>01/06/2020</p>
<p>The registered person must ensure that—</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)(b)(i)(ii)(c))</p>	<p>03/03/2020</p>

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a large house which has plenty of communal space including a bright, open-plan kitchen/dining room which is the heart of the home. The staff set the dining table so that it looks welcoming and children enjoy using their own personalised cups at mealtimes. There are separate lounges which allow children to have their individual space. This particularly benefits children as they settle in the evening. Children like to spend time alone playing or watching a film with their allocated carer. This helps children to calm and prepare for their bedtime routine.

Children have personalised their bedrooms with stickers, toys, family photos and, for one child who loves music, sensory disco lights. Staff also display photos of activities in the home. This reminds children of their enjoyable days out together as a group.

Children make excellent relationships with staff who they happily approach for reassurance and support. Each child has a key worker. In addition, staff work with one individual child each day. This provides consistent care for the children, particularly around important times such as going to and returning from school. Children benefit from routines established by staff including changing out of their uniforms when they come home from school. This helps children to manage transitions and enjoy progressing from structured time at school to free time at home.

Staff support children moving into this home. Children visit before they move in and the children already living in the home are prepared by staff and take part in settling the new child in.

Children living in this home make progress. They attend school, talk about their experiences, and build positive relationships with others. A grandparent described her grandson as being more motivated now and he has also started to take pride in his appearance. One child living in this home enjoys visits to his friend from school and they attend a club together. Leaders ensure that staff deliver consistent approaches to care. One social worker told the inspector, 'Staff quickly identify a child's needs and provide care around this. As a result, (the child) is making progress managing his emotions and is developing appropriate social skills.'

All children who have left this home have moved on in a carefully planned way to forever families. Children celebrate moving on with a party which prepares them for the next stage of their journey. The registered manager and staff maintain contact with children who have left and offer support to their new carers. This helps children to settle and supports their new carers in providing consistent care and routines.

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

The registered manager matches children moving into this home alongside others living there. This helps children to live together safely. The registered manager recruits staff safely, and he ensures that staff have a range of skills to meet the needs of the children living in the home. The staff team is stable and experienced. This helps children to develop and maintain relationships with staff.

Staff help children to feel listened to and protected. This encourages children living in this home to feel safe and secure. Staff meet children's needs and, as a result, children do not display risk-taking behaviours through self-harm or going missing. Staff teach children to respect each other. Children live together in this home safe from bullying.

Leaders and a clinical psychologist distil learning from theoretical models to staff. This gives staff greater understanding of children's emotional needs and supports staff to deliver consistent and individualised care. Children build trusting relationships with staff and are completing life story work. Staff help children to understand their journey and develop skills enabling them to express their feelings.

Staff recognise progress made by children and reward them with their favourite activity such as swimming or a comic that they want. Children feel proud and motivated by their success.

Leaders and staff have a good understanding about how to protect children. When an incident occurs, staff act promptly to reduce risk. Staff update risk assessments. They talk with children and professionals to resolve issues and ensure that everyone is safe. This reduces any further potential risk and safeguards children.

Staff physically intervene when children become unsettled and show behaviours which place themselves or others at risk of harm. Staff understand the reasons behind behaviour and provide excellent support to children afterwards. This helps children to move on from the incident. The registered manager does not always record that he has spoken to the child or staff after a physical intervention. The registered manager therefore does not have evidence that the child has had the opportunity to complain or speak with someone who has not been involved in the hold. The registered manager also does not always record staff's views about the incident when overseeing the appropriateness of the hold. 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

Staff describe this home as being child focused. Staff are proud of the outcomes for children, particularly the progress that they make which helps them to move on to live with forever families. Staff learn, through discussion, observation and training from the registered manager and clinical psychologist. They receive regular and effective supervision. The combined professional and clinical guidance helps staff to maintain good emotional well-being and effective working practices. This improves staff's understanding of the needs of the children that they are looking after and gives them the skills to deliver individualised care.

A wide range of additional courses, including therapeutic training, is available to help staff meet the needs of the children they look after. Where needed, staff are completing level 3 and level 5 qualifications.

Key partners speak highly of how staff work in partnership with a child-centred approach. Children are thoroughly prepared for their move into foster care. Staff share information to help identify foster carers and continue to support children in their new placements. This helps to achieve a successful outcome for children.

All children contribute well to the weekly children's meeting. This meeting enables children to express how their week has been, any suggestions that they have for shopping or activities, and any grumbles that they have. There have been no complaints made by children.

The registered manager consults with children about the care that they receive. He uses this information for reviewing care provided and staff performance. The registered manager oversees the delivery of care and provides analysis and an action plan if there has been an incident.

The registered manager also holds the role of responsible individual in this home. The workforce plan identifies the appointment of a new registered manager. Currently, however, the dual role means that the registered manager does not have his leadership and managerial monitoring independently reviewed to ensure that he delivers best care practices to children.

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: 1220887

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: Justin Evans

Inspector

Joanna Warburton, social care inspector

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