

1231311

Registered provider: Cove Care Residential Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and accommodation for up to three children who have complex needs. The organisation states that it offers particular expertise in looking after children with suspected and enduring mental health needs.

The manager has been registered with Ofsted since July 2018.

Inspection date: 11 February 2020

Date of last inspection: 18 September 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the last inspection, seven requirements were raised. At this inspection, four of these were considered to have been met.

The manager has ensured that children's case records hold copies of all relevant documents. In particular, children's health assessments are now held at the home. This has helped to ensure that children's care plans include all relevant information for staff to follow.

Recording of physical interventions has improved. Records now include information about de-escalation techniques used, and staff are receiving debriefs. Increased management oversight in this area supports consistent, safe practice.

Staff have improved their support of children's education. This has included developing a timetable of activities for a child who was not in school. However, while the support of day-to-day education has improved, the manager has failed to sufficiently challenge wider failings to provide children with education. As a result, one child has experienced delay in accessing education support. This lack of action fails to prioritise children's education.

The manager still does not demonstrate consistent, effective oversight of the home. A new computer records system has recently been introduced to support this area. However, this is a new development and its impact is, as yet, untested. The manager has implemented some changes in response to the last inspection, but these are not yet sufficient for the remaining requirements to be considered met.

The home is undergoing a refurbishment and children have been involved in selecting colours for the new decor. However, failings identified at the last inspection remain, including poor food hygiene and a lack of attention by staff to the conditions of children's bedrooms. This continues to compromise children's health and safety in the home.

The manager has updated children's risk assessments. These are supported by individual clinical plans that provide staff with guidance on how to help children to make changes to their behaviour. As a result of positive strategies, children's behaviour is improving and incidents of risk-taking behaviour are reducing. Despite this, risk assessments are not consistently updated with new information. This means that staff do not always have the most up-to-date information available to enable them to keep children safe.

The manager has failed to implement improvements in the safe recruitment of staff. A continued lack of professional curiosity about gaps in applicants' employment history means that the manager is without all relevant information when she makes a decision about a person's suitability for employment in the home.

Three new requirements have been raised as a result of this inspection.

Staff do not always demonstrate how they support children to lead healthy lifestyles. The oversight of children's diet and activities is not consistent. As a result, it is not possible to see how staff are supporting children to make positive lifestyle choices.

The manager has not considered how the use of agency staff impacts on the consistency of care that children receive. The manager did not know how many agency staff had worked in the home in recent months. This lack of understanding prevents her from driving improvements to the quality of care.

The manager has failed to demonstrate oversight of staff supervision arrangements. Records of these meetings are not always available in the home. The manager has failed to address a recommendation from the previous inspection about the supervision of agency and non-permanent staff who work in the home. This is a missed opportunity to support staff to reflect on and improve their practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/09/2019	Full	Requires improvement to be good
20/03/2019	Interim	Declined in effectiveness
30/07/2018	Full	Requires improvement to be good
05/03/2018	Interim	Sustained 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 secure the input and services required to meet each child’s needs. (Regulation 5 (b)(c)(d))</p>	01/04/2020
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>understand and develop skills to promote the child’s well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(iv))</p>	01/04/2020
<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>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1)(2)(a)(i)(d))</p>	01/04/2020

<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</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the home’s workforce provides continuity of care to each child;</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)(e)(h))</p>	<p>01/04/2020</p>
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. The registered person may only—</p> <p>employ an individual to work at the children’s home; or 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, if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</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)(b)(3)(d))</p>	<p>01/04/2020</p>
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience; (Regulation 33 (4)(b))</p> <p>This is with reference to ensuring that arrangements are in place for the supervision of agency and non-permanent staff who work in the home and that records of supervision meetings are maintained and available in the home.</p>	<p>01/04/2020</p>

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1231311

Provision sub-type: Children's home

Registered provider: Cove Care Residential Limited

Registered provider address: 16 Waterloo Road, Wolverhampton, West Midlands
WV1 4BL

Responsible individual: Rachel Oliver

Registered manager: Colleen Davies Jones

Inspector

Tracey Coglan Greig, Social Care Inspector

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Piccadilly Gate
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