

# 2503076

Registered provider: Hygge Care Ltd

Interim 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.

**Inspection date: 25 February 2020**

**Date of last inspection:** 22 October 2019

**Judgement at last inspection:** 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 good at the last full inspection.  
At the interim inspection, Ofsted judges that it has declined in effectiveness.

Leaders and staff have not adequately protected children living in this home from harm. The registered manager has not ensured that the internet server prevents children from having access to age-restricted websites. Staff have not supervised children effectively or monitored their activity when they are playing on their electronic devices. As a result, children have seen websites which are inappropriate for their age. The registered manager has now acted to prevent further reoccurrence. This will help staff to keep children safe in the future.

At this home's first inspection in October 2019, the inspector raised three requirements. The registered manager has not met all the requirements. The registered manager comments in his review of the appropriateness of a physical intervention to keep a child safe from harm or from harming others. He does not, however, evidence in his recording that he spoke to the staff members after they used a physical intervention, or that he spoke with the child. The registered manager does not, therefore, confirm that the details of the measure used are accurate and that he, as someone independent from the physical intervention, has sought the views of the child.

The staff receive therapeutic support from a clinical psychologist who provides training and consultation to staff, plus some clinical supervision. Staff benefit from this, but the registered manager has not ensured that all staff have had the opportunity to receive clinical supervision. The clinical psychologist attends team meetings, where she is involved in reviewing the progress of children. Staff do not record adequately how the psychological guidance informs and improves care practice. The registered manager has, therefore, not demonstrated how he embeds this psychological model into the ethos of the home to improve the quality of care provided.

The registered manager has improved some systems, such as a monthly audit, which help him to review and oversee care delivered in this home. His review of patterns of the use of physical intervention show there has been a reduction for some children. He has introduced a team debrief after a physical intervention, which staff find helpful. The registered manager has not, however, completed his six-monthly review of the quality of care. As a result, the registered manager has not evaluated feedback and informed Ofsted of his actions to improve and develop the service.

Overall, children living in this home are making progress. The registered manager advocates for children to receive education which meets their learning, social and emotional needs. He challenges delay. This has helped to secure a school placement

for one child. All children now attend school full-time and say that they like going. Children particularly enjoy the activities that they do in school. One child was delighted to tell the inspector that she has a spa in her new school where she can go when she needs help to relax.

Children living in this home have complex emotional needs and sometimes struggle to share their feelings with the adults who care for them. Staff work hard to support children to understand and manage their behaviour. This improves children's ability to develop and maintain positive relationships. The children have recently had a trip to the Sea Life Centre together. Staff describe the day as a successful step forward. The children enjoyed spending time with each other and the adults who took them. This shows that children are feeling secure and building positive relationships with each other.

Staff help children to manage the most important parts of their day. This means that children who found bedtime hard are now settling much quicker. Children are beginning to use strategies to manage their emotions. For some children, this has reduced the number of incidents resulting in physical intervention. The children told the inspector that they like living in this home where their key- and co-workers help them to feel happy.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/10/2019	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 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 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>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>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b))</p>	24/04/2020
<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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to demonstrate that practice in the home is informed and improved by taking into account and acting on research and developments in relation to the ways in which the needs of children are best met.</p>	24/04/2020

<p>(Regulation 13 (1)(a)(b)(2)(g)(i))</p> <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 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;</p> <p>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.</p> <p>(Regulation 35 (3) (b)(i)(ii)(c))</p>	<p>24/04/2020</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;</p> <p>and 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>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p>	<p>24/04/2020</p>

<p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))</p>	
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## 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:** 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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