

2510090

Nml Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider and is registered to provide care and accommodation for three children who have social and/or emotional difficulties.

There a new manager in post who has submitted her application for registration to Ofsted.

Inspection date: 26 March 2020

This monitoring visit

This home was judged inadequate at a full inspection on 29 and 30 January 2020 when eight regulatory breaches were identified. Ofsted imposed a condition that the provider must inform Ofsted three months prior to admitting any child to the home following this inspection.

The registered manager has left the home and an interim manager is in post. The interim manager has submitted her application to Ofsted for registration. This monitoring visit was carried out remotely due to the Covid-19 pandemic and government restrictions on travel. It was completed via remote access to the home's records system and on the telephone. The inspector spoke with three members of staff, the interim manager and the responsible individual. There are no children living in the home. The responsible individual and interim manager have made good progress in addressing the shortfalls identified at the full inspection. Two requirements have been met and significant steps taken to address the others. As such, six requirements are repeated until these can be effectively assessed when children are living in the home.

The interim manager and responsible individual have put in place a new electronic records system in the home. The inspector was able to view mock risk assessments for children. These assessments were comprehensive, clear and provide guidance to staff about how to support children to reduce their risks. The interim manager has put in place a clearer and more comprehensive assessment for children whom she is

assessing for compatibility to the home. The new systems and processes help managers to make well-thought-out decisions about children's suitability for the home and give guidance to staff to inform their practice.

The interim manager and responsible individual have redesigned the manager's monitoring systems. This will enable managers to have a clearer oversight of children's information and records completed by staff. The interim manager has also completed a quality of care review in relation to the six months leading up to the last inspection. As a result, she has a clear idea of shortfalls and is addressing these. Monitoring systems are now in place to provide a way for managers to identify shortfalls.

Managers and leaders have undertaken recruitment of experienced staff to the home. There is currently sufficient staff for the home to admit one child and recruitment is ongoing.

The interim manager and responsible individual have ensured that electronic forms to record incidents, including physical intervention and other behaviours, help staff to meet recording standards. Staff have completed mock records so that the interim manager can be assured of their understanding and competence.

It is Ofsted's opinion that the home is now ready for children to move in and the three-month condition is lifted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2020	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(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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1)(2)(a)(viii))</p>	07/05/2020
<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. (Regulation 12 (1)(2)(a)(i))</p>	07/05/2020
<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 has sufficient staff to provide care for each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p>	07/05/2020

(Regulation 13 (1)(a)(b)(2)(d)(h))	
<p>The care planning standard is that children—</p> <ul style="list-style-type: none"> receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose. (Regulation 14 (1)(a)(b)(2)(a))</p>	07/05/2020
<p>The registered person must ensure that—</p> <ul style="list-style-type: none"> within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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")— 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 	07/05/2020

<p>measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36 (1)(a)(b)(c))</p>	<p>07/05/2020</p>

Information about this inspection

The purpose of this inspection was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

Ofsted is aware of the challenges that Covid-19 is currently posing to those we inspect. During this inspection, the inspector took into consideration the impact of any measures being taken to slow the spread of Coronavirus by the home. This has included the effect these have had on staffing arrangements.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2510090

Provision sub-type: Children's home

Registered provider: Nml Care Ltd

Registered provider address: 253 Alcester Road South, Kings Heath, Birmingham B14 6DT

Responsible individual: Darren Smallman

Registered manager: Post vacant

Inspector

Karol Keenan, social care inspector

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