

1244350

Assurance visit

Information about this children's home

This home is operated by a private provider. The home is registered to provide care and accommodation for up to three children whose adverse childhood experiences can lead to them exhibiting complex behaviours. Currently the provider is choosing to operate this home for two children only.

The registered manager is not currently in day-to-day charge of the home. In her absence another manager has been registered by Ofsted. The new manager is working towards achieving a level 5 diploma in leadership and management in residential child care.

Visit dates: 22 to 23 September 2020

Previous inspection date: 14 January 2020

Previous inspection judgement: Requires improvement to be good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Children have benefited from consistent care. Staff have worked hard to ensure that children's care is not compromised, despite the impact on the home of COVID-19 restrictions. Staff have come together to make sure that children continue to have the support of staff who they know well. This commitment and flexibility has helped children to feel secure and well cared for.

Despite the challenges imposed by COVID-19, staff have continued to support children to maintain links with people who are important to them. During lockdown this has included helping children to shop for shielding relatives. The manager has been a strong advocate in making sure that children have still been able to see their families.

Although there have been many restrictions imposed as a result of COVID-19, staff have still encouraged children to enjoy a range of activities that reflect their interests. For example, staff have continued to travel a considerable distance every week to help a child to keep their place in a football team. This commitment means that children see that their strengths and skills are valued by the people who care for them.

Children's views are regularly sought and listened to. For example, children have recently been consulted about the redecorating of the home. This has helped children to influence key decisions that affect their everyday lives and to be proud of their home.

As a result of COVID-19 restrictions, staff have needed to be more creative in planning daily activities for children. Bikes have been purchased for the children, who are now learning about the fun of having a bike.

Staff support of children's education is not always consistent. Some children have achieved qualifications and been supported to gain employment. However, children who currently live in the home are not in education, employment or training. It is not clear that this has been sufficiently escalated. This inconsistency fails to show children the importance of education.

Since the last inspection, one child has moved out of the home and one child has moved in. These moves have not been well planned. For example, one child's initial introduction and planning meeting took place in a service station. This practice shows a lack of understanding of a child's needs during a significant change in their lives.

The safety of children

Managers have undertaken an investigation following a historic allegation. This investigation identified a number of shortfalls in the management of risk and the identification of bullying. Managers have taken action to address these matters and staff practice has improved as a result.

Changes in the risk management systems in the home mean that staff now have access to up-to-date plans for each child. This ensures that staff have all the information that they need to keep children safe.

Staff develop positive, trusted relationships with children. These relationships enable staff to understand and respond to children's complex behaviours. Despite the challenges of COVID-19, children have continued to make progress socially and emotionally. There have been no incidents in the home that have required staff to physically intervene. When incidents of concern have occurred, good oversight by managers means that these are reported quickly.

There have been no incidents of children being reported missing from the home. When children leave the home unexpectedly, staff will follow them. As a result, children are supported to return home quickly.

There are omissions in encouraging children to participate in more individualised targeted work. This creates a missed opportunity to engage children in bespoke work to support their social and emotional development.

Since the last inspection the manager has made changes to how medication is managed in the home. However, these changes are not yet embedded into staff practice. As a result, medication errors still occur and create the risk of children not receiving medication important to their health.

Leaders and managers

The current registered manager is passionate about the children and the staff. Along with the new responsible individual, the manager is committed to making improvements in the home.

Staff receive training that reflects the individual needs of the children. Consequently, staff have the required knowledge and skills to help them to meet children's needs.

Staff feel well supported by the manager to develop in their roles. As a result, staff have aspirations for their futures.

Staff receive regular supervision. However, there is not always a record made of these meetings. This prevents staff from reviewing and completing agreed actions.

The reports of visits to the home by the independent visitor do not always demonstrate professional curiosity. As a result, on some occasions, it is not clear

how the visitor has reached their assessment of children’s welfare and safety. In addition, there are delays in these reports being provided to Ofsted. This prevents the regulator from having oversight of the service.

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— that staff—</p> <p>support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</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;</p> <p>(Regulation 8 (1)(2)(a)(ii)(iii)(iv)(viii))</p>	06/11/2020
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p>	06/11/2020

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home; and</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority.</p> <p>(Regulation 14 (1)(a)(b)(2)(b)(i)(ii)(iii))</p>	
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.</p> <p>(Regulation 23 (1))</p>	<p>06/11/2020</p>

Recommendations

- A record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33(4)(b). ('Guide to the children’s homes regulations including the quality standards', page 61, paragraph 13.3)
- Any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home’s arrangements for safeguarding and promoting the welfare of the children in the home’s care. ('Guide to the children’s homes regulations including the quality standards', page 65, paragraph 15.5)

Children’s home details

Unique reference number: 1244350

Registered provider: Haven Care Group Limited

Registered provider address: First Floor, Unit 3 Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Laura Dingle

Registered managers: Yvette Powell and Matthew Sheasby

Inspector

Tracey Coglan Greig, Social Care Inspector

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