

1247144

Assurance visit

Information about this children's home

This is a privately owned children's home. It is registered to provide care and accommodation for up to four children and/or young people.

Visit dates: 14 to 15 September 2020

Previous inspection date: 31 October 2019

Previous inspection judgement: Declined in effectiveness

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

Social care professionals have positive views about the care provided at this home. However, some shortfalls in practice have had an impact on the experiences of children.

Admissions to the home are not always well planned. Management decisions have meant that not all children have experienced stability. Yet, over time, the staff team has ensured that children can settle and feel secure.

Relationships between some children have been variable. This has led to incidents of conflict. However, managers and staff have acted to ensure that relationships are positive and incidents of conflict are reduced.

The quality of relationships between staff and children is good.

Despite COVID-19 restrictions, Children have continued to have access to education, activities and healthcare. Reviews of care-planning arrangements support children to progress and develop.

The safety of children

Staff have managed a range of safeguarding issues. The team works alongside partner agencies. Staff understand the risks and strategies that are in place to keep children safe.

Staff care for children who are vulnerable to sexual exploitation. They teach children how to keep safe. This has been effective and has ensured children's safety. However, arrangements for monitoring children's use of the internet and social media are unsuitable. This means that children could access harmful material.

Children have been missing from the home. There have been concerns about children engaged in criminal activity when missing. Staff work in line with relevant protocols. They work in partnership with the police and safeguarding agencies. The responsible individual has assessed that they cannot keep one child safe. The provider is ensuring that the child has a planned move to a more secure placement.

Notification to Ofsted of safeguarding incidents has not been consistent. This restricts the regulator's oversight of safeguarding practice.

Leaders and managers

Leadership and management arrangements have changed since the last inspection.

A new responsible individual is in post. This has provided robust oversight of the operation of the home. The registered manager resigned in August 2020. The

provider has recruited a new manager. The new manager will ensure continuity of the day-to-day management of the home.

Leadership arrangements have ensured effective monitoring systems. The responsible individual is addressing identified shortfalls.

Staff say that they feel they are a cohesive team and have a shared sense of purpose. They show resilience and dedication in caring for children, regardless of the challenges.

Staff confirm feeling supported in their role. They benefit from reflective supervision and relevant training. Staff say managers understand their practice and professional development needs.

Ofsted received a complaint about the operation of the home. The responsible individual provided a prompt and detailed response. Ofsted was satisfied with the response and that children were not at risk.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p>	16/10/2020

<p>de-escalate confrontations with or between children, or potentially violent behaviour by children;</p> <p>understand and communicate to children that bullying is unacceptable; and</p> <p>have the skills to recognise incidents or indications of bullying and how to deal with them.</p> <p>(Regulation 11 (1)(a)(b)(c)(2)(a)(iii)(iv)(xi)(xii)(xiii))</p>	
<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 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)(b))</p> <p>This is with specific regard to ensuring the monitoring of the use of the internet and restrictions and filtering through the Wi-Fi.</p>	16/10/2020
<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> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if—</p> <p>the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs;</p> <p>the child is, or has been, persistently absent from the home without permission; or</p> <p>the child requests a review of the child's relevant plans.</p>	16/10/2020

(Regulation 14 (1)(a)(b)(2)(f)(i)(ii)(iii))	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b))</p>	16/10/2020

Children's home details

Unique reference number: 1247144

Registered provider: Haven Care Group Ltd

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

Responsible individual: Emma Smith

Registered manager: Post vacant

Inspector

Amanda Ellis, Social Care Inspector

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