

SC397933

Assurance visit

Information about this children's home

This children's home is privately owned. It provides care for two young people with complex needs. The organisation has a therapy team that provides support and advice to staff. The manager was registered with Ofsted in June 2018.

Visit dates: 3 to 4 November 2020

Previous inspection date: 10 September 2019

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

The young people have established trusting relationships with the staff. The staff know the young people well and invest time in them. The young people gain a sense of security from these relationships.

The young people continue to make progress and they have said that this is due to the care and support that they receive. Both young people have been supported to go back to school and resume their education. They have goals for their future, which will enrich their life chances.

Staff, together with other professionals, help young people to better manage their emotions and mental health needs. One young person said that she will now speak to staff when she is emotionally distressed, instead of allowing her feelings to overwhelm her. Young people believe that staff put their best interests first and this has resulted in a significant reduction in self-harm incidents for both young people.

Staff have followed the national guidance that is in place as a result of the COVID-19 pandemic. They have helped the young people to remain in touch with people who are important to them by using social media and video calls. This has ensured that young people remain connected to their family and friends when face-to-face contact has not been possible.

During the COVID-19 pandemic, young people have been able to experience a range of activities and are encouraged to pursue their interests. Both young people have looked after the home's pets and decorated their outdoor shed. One young person has enjoyed baking, where another is interested in fishing. These challenges and interests allow the young people to feel a sense of achievement, which raises and improves their self-esteem and self-image.

The safety of children

The young people have been encouraged to follow the clear strategies put in place by staff to reduce the risks posed by the COVID-19 pandemic. Regular key-work sessions and formal and informal discussions take place. The young people have learned about social distancing and the importance of good hygiene in reducing the risks of exposure to COVID-19. There have been no incidents of infection among the young people or staff.

Staff have demonstrated that they know the young people well and know what poses a risk to each young person. The staff work in line with individual risk assessments to keep young people safe. This has resulted in a significant reduction in harmful behaviours from both young people in the home.

Young people rarely go missing from the home. Instances that do occur are short-lived and the young people return of their own accord. There have been no concerns in relation to substance or alcohol misuse and the young people do not display violent or aggressive behaviours. The staff are trained to manage risk and

challenging behaviours. There has been no requirement for physical intervention to be used in the home.

Leaders and managers

All of the requirements raised at the last inspection have been met.

The manager maintained good working relationships with other professionals throughout the COVID-19 pandemic and subsequent restrictions. Professionals have stated that the communication and engagement from the manager and her staff is effective, and meetings have continued to take place. The manager advocates well for the young people and actively drives and encourages their development. This means that the plans for the young people continue to progress.

The home has a team of permanent staff who have been suitably vetted as part of the recruitment process. Staff have access to regular supervision where they can discuss their training and development needs. Staff are encouraged to reflect on the care they provide to young people and explore ways to develop their practice. This contributes to positive experiences for young people and the development of the home.

The manager has a number of monitoring systems in place to maintain oversight of the performance and progress of the home. The independent visitor has continued to produce a monthly report and make recommendations for the development of the home. The manager has completed a review of the quality of care report. This report does not contain the views of the young people and does not evaluate the impact of care on young people's progress. This may limit plans to develop the home.

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 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>	18/12/2020

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1)(2)(a)(b)(c))

Children's home details

Unique reference number: SC397933

Registered provider: Cove Care - Residential Limited

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

Responsible individual: Rachel Oliver

Registered manager: Jenny Church

Inspectors

Deb Duffy, Social Care Inspector

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