

SC379123

Cove Care - Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home offers care for up to five young people with mental health, psychological and/or emotional difficulties and associated needs, and complex care needs.

The registered manager has been in post since July 2017 and is working towards his Level 5 diploma in leadership and management.

Inspection date: 28 January 2021

This monitoring visit

This children's home was judged good at the full inspection in June 2019. At the interim inspection in March 2020, it was judged sustained effectiveness.

This monitoring visit was completed on 28 January 2021 in response to shortfalls identified in the independent visitor's report and the review of the quality of care report. These reports highlighted that young people were not receiving statutory visits from their social workers and had not received their annual medical examinations. In addition, there was a lack of consultation with young people, families and relevant professionals within these reports.

This visit was completed remotely due to the COVID-19 (coronavirus) pandemic restrictions. The inspector considered a sample of documents provided via email, conducted an interview with the registered manager and gained feedback from two young people living at the home.

At the time of this visit, there were three young people living at the home. Two young people told the inspector that they are happy and well cared for.

Given the complex natures of the young people living at the home there are very few serious incidents. On the occasions when young people go missing from home, staff take appropriate and timely action to bring about their safe return.

The managers and staff record incidents in detail and review young people's risks on a regular basis to ensure that strategies and interventions remain current and effective. Young people are now more settled and have positive relationships with staff.

The staff team managed an outbreak of COVID-19 in August 2020 well and used the extended period of isolation to spend quality time with the young people.

Neither the manager nor young people raised concerns regarding the level of contact from social workers. As a result of the COVID-19 pandemic, many of the visits are taking place remotely and young people keep in contact with their social workers via the telephone and video calls.

Two of the three young people have received their annual medical and the third young person's medical is planned for February 2021. Being able to keep these appointments during the pandemic is helping to promote the young people's health and well-being.

The home's statement of purpose is not up to date and does not reflect the current staff team. This was updated on inspection by the manager and shared with the inspector. As a result, this key document now contains accurate information.

The independent visitor has not regularly consulted with young people, families or relevant professionals. This oversight impacts on the quality of the report and the ability to show the experiences of young people. In addition, the reports do not always contain up-to-date information. The registered manager is aware of this shortfall and is in the process of identifying a new independent visitor.

The review of the quality of care report was not submitted to Ofsted within the required timeframe. In addition, there was no consultation with young people or their families and this limits the scope of the report because it does not take account of what they say and any suggestions for improvement. The registered manager has agreed to address this shortfall within the next report.

The registered manager has not obtained the Level 5 diploma in leadership and management for residential childcare within the required period.

Following this visit four requirements have been issued.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 04/03/2020 | Interim | Sustained effectiveness |
| 05/06/2019 | Full | Good |
| 13/02/2019 | Interim | Declined in effectiveness |
| 24/09/2018 | Full | Requires improvement to be 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 registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p> <p>This specifically relates to the need to share updated copies with Ofsted within 28 days of the revision.</p> | 28 February 2021 |
| <p>A person may only manage a children's home if—</p> <p>for the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has—</p> <p>by the relevant date, attained—</p> <p>the Level 5 Diploma in Leadership and Management for Residential Childcare (England) ("the Level 5 Diploma"); or</p> <p>a qualification which the registered provider considers to be equivalent to the Level 5 Diploma.</p> <p>The relevant date is—</p> <p>in the case of a person who starts managing a home after 1st April 2014, the date which falls three years after the date on which that person started managing a home. (Regulation 28 (1) (2)(a)(b)(c)(i)(ii) (3)(a)(b))</p> <p>This refers specifically to the registered manager obtaining a Level 5 qualification within the required time frame.</p> | 31 March 2021 |
| <p>The registered person must ensure that an independent person visits the children's home at least once each month.</p> | 28 February 2021 |

| | |
|--|----------------------|
| <p>The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children's well-being. (Regulation 44 (4)(a)(b))</p> <p>This relates to ensuring that the independent visitor consults with young people, families and relevant professionals, and that the reports contain accurate and up-to-date information.</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 six 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; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</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.</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) (4)(a) (5))</p> <p>This specifically relates to ensuring that young people, families and relevant professionals are consulted with and that a copy of the report is shared with Ofsted within 28 days of completion.</p> | <p>31 March 2021</p> |

Information about this inspection

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

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

Children's home details

Unique reference number: SC379123

Provision sub-type: Children's home

Registered provider: Cove Care - Residential Limited

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

Responsible individual: Rachel Oliver

Registered manager: Gary Tinsley

Inspector

Debbie Holder, Social Care Inspector

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