

1226612

Harmony Residential Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private organisation. It is registered to provide care for four children with social and emotional difficulties.

The manager registered with Ofsted in April 2018

Inspection date: 2 March 2021

This monitoring visit

The home was judged as good at a full inspection on 20 August 2019. Due to the COVID-19 (coronavirus) pandemic restrictions, the home has not been visited for 16 months. The purpose of the visit was to monitor the quality of care provided following concerns raised to Ofsted.

The visit was conducted off-site. Activity included a review of the home's records, discussions with the children and with the staff on duty and a virtual tour of the property. The manager has met all the requirements that were raised at the last inspection. However, some further requirements have been raised.

One child moved out in December 2020 following several incidents with another child who moved into the home November 2020. Although an impact risk assessment attempted to explore any negative effect that the children could have on one another, the manager did not receive full information from the social worker about one child's behaviour or details of previous missing-from-home episodes. This meant that these risks were not properly considered or mitigated.

Since December 2020, the home has been more settled. There are currently two children living at the home. The staff have built positive relationships with the children. They know the children well and can respond to their individual needs. The children said that they are happy living at the home. They feel listened to, respected and involved in decisions about the home.

The staff work closely with the children's families and social work teams to ensure that there is a strong partnership approach to the children's care planning. This has supported the children to make good progress with their education and personal development.

Although the children's risk assessments are up to date, they lack detail. They do not reflect an individualised approach to reducing risk. This limits the staff's ability to de-escalate specific situations effectively.

Not all staff have undertaken the specialist training, identified by the manager as needed, to understand the children's underlying needs. This means that some staff may not pick up on warning signs in the children's behaviours and respond to them effectively.

The registered manager started her maternity leave on 15 February 2021. An interim manager has been appointed. However, the provider did not notify Ofsted promptly about the interim arrangements. Consequently, assessment of the new manager's suitability by Ofsted has been delayed.

The provider does not consistently share monitoring and review reports of the home in accordance with the regulatory time frames. This limits the usefulness of the reports as a benchmark to measure the home's progress.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2019	Full	Good
20/02/2019	Interim	Improved effectiveness
13/08/2018	Full	Good
12/09/2017	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 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;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(iii))</p> <p>In particular, ensure that: staff have the specialist training to meet the individual needs of the children; risks to children are fully explored and that staff understand the strategies to reduce the risks.</p>	7 April 2021
<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>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. (Regulation 45 (1) (4)(a))</p>	19 March 2021
<p>If the person who is in day-to-day charge of the children's home proposes to be absent from the home for a continuous period of 28 days or more, the registered person must give notice in writing to HMCI of the proposed absence.</p>	19 March 2021

Except in the case of an emergency or unforeseen absence, a notice under paragraph (1) must—

be given no later than one month before the proposed absence commences, or within such shorter period as may be agreed with HMCI; and

specify with respect to the proposed absence—

its length or expected length;
the reason for it;

the arrangements which have been made for running the home during the absence;

the address, name and qualifications of the person who will be responsible for the home during the absence; and

in the case of the absence of the registered manager, the arrangements that have been, or are proposed to be, made for appointing another person to manage the home during the absence, including the proposed date by which the appointment is to be made.

(Regulation 48 (1) (2)(a)(b)(i)(ii)(iii)(iv))

Information about this inspection

The purpose of the visit was to monitor the quality of care provided following concerns raised to Ofsted.

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

Children's home details

Unique reference number: 1226612

Provision sub-type: Children's home

Registered provider: Harmony Residential Homes Limited

Registered provider address: 155 Cross Road, Mawneys, Romford RM7 8EA

Responsible individual: Sajida Kiyanni

Registered manager: Caprice Haines

Inspector

Leemya McKeown, Social Care Inspector

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