

1247144

Haven Care Group Ltd

Monitoring visit

Inspected under the social care common inspection framework

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 with emotional and/or behavioural difficulties.

The registered manager resigned on the day of the visit.

Inspection date: 17 February 2021

This monitoring visit

Due to the COVID-19 (coronavirus) pandemic, this monitoring visit was carried out remotely. Evidence was gathered from written records and video calls with external professionals, staff, the deputy manager and the home's responsible individual.

This monitoring visit was undertaken following concerns relating to safeguarding incidents and high staff turnover at the home.

Some shortfalls in safeguarding systems have been identified. A child was able to leave the home during the early hours of the morning, without staff being aware. This resulted in the child being at increased risk of harm. There have been occasions when safeguarding notifications have not been provided in a timely manner to Ofsted and other safeguarding agencies. These delays have the potential to weaken oversight of the home.

Management monitoring systems are not always effective in ensuring that shortfalls are quickly identified and that prompt remedial action is taken. Risk assessments have not been reviewed regularly, so do not accurately reflect current needs and risks for one child.

There has been a high turnover of staff. This has had an impact on the children living there because it has been more difficult for them to form trusting relationships

with staff. However, over recent weeks, the team has stabilised and a core team is now established.

Not all staff have the required training to meet the identified needs of each young person. Specific vulnerabilities are known for one young person. However, staff have not received training in these areas.

Partnership working is a strength of the home. The home has worked closely with the police and safeguarding agencies to identify specific support and prevention programmes for one child.

Key-work sessions support young people to understand risks. Sessions are creative and fully engage the young people, promoting their awareness and understanding of risks.

Children are well supported to access specialist support services. There is regular communication between staff and Child and Adolescent Mental Health Services.

Children are supported well to develop independence and learn self-care skills.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2019	Interim	Declined in effectiveness
03/09/2019	Full	Good
22/01/2019	Interim	Declined in effectiveness
12/09/2018	Full	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 children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>(Regulation 7 (1)(a)(b))</p> <p>This specifically relates to children being able to form trusting relationships with staff.</p>	1 April 2021
<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>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)(a)(i)(b))</p>	1 April 2021
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p>	1 April 2021

<p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home’s workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)(f)(h))</p> <p>This specifically relates to management monitoring systems.</p>	
<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. (Regulation 40 (4)(a)(b)(e))</p>	<p>1 April 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: 1247144

Provision sub-type: Children's home

Registered provider: Haven Care Group Ltd

Registered provider address: Unit 6 Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Emma Smith

Registered manager: Matthew Spooner

Inspector

Zoey Lee, Social Care Inspector

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