

1244350

Haven Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. The home is registered to provide care for up to three children whose adverse childhood experiences can lead to them exhibiting complex behaviours.

The previous registered manager left his role on 30 June 2021. A new manager was already in post at that time and he has remained in the acting manager role since. He submitted his resignation during this monitoring visit.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection date: 5 August 2021

This monitoring visit

Ofsted conducted a full inspection of this home on 28 and 29 June 2021. The inspection identified widespread shortfalls across all areas of care, with significant shortfalls identified in the leadership and management of the home. As a result of these shortfalls, Ofsted issued a notice of restriction to prevent any further children being admitted to the home. Four compliance notices were issued, under regulation 8, regulation 10, regulation 13 and regulation 14.

This monitoring visit was carried out to review whether the provider has abided by the notice of restriction. In addition, the inspector reviewed the provider's progress in meeting the four compliance notices.

This visit found that the provider has complied with the notice of restriction. One child remains living in the home. No children have moved into or out of the home since the full inspection. However, Ofsted is not yet assured that the managers have sufficient oversight of the service, or that staff have the skills and experience

required to care for more than the one child who is currently resident. Because of this, the notice of restriction remains in place.

Managers have made some progress in meeting the compliance notices. Two compliance notices, under regulations 8 and 10 are considered to have been met. In particular, the acting manager has reviewed the individual needs of the child living in the home. He has used this information to inform targeted work that encourages the child's education, health and independence skills. The child is now receiving care that supports the objectives of her plans. These changes are newly implemented and, as yet, the impact is untested.

Despite these improvements, managers have failed to take the necessary action to improve the leadership and management of the service. As a result, two compliance notices have not been met.

The acting manager still does not understand the home's statement of purpose. Because of this, he is unable to plan effectively to ensure that staff are able to meet the home's objectives.

This lack of managers' understanding has significantly impeded action to address shortfalls in staff training. Managers still do not know whether staff have the required skills, knowledge and experience for their roles. The continued failure to review and prioritise staff training needs means that staff remain without the essential training they need to provide care that meets the complex needs of the child who lives in the home.

As a result of this monitoring visit, Ofsted has reissued compliance notices under regulation 13 and regulation 14.

Two new requirements have been raised following this inspection.

The home's environment shows evidence of deterioration. Staff do not always support the child to maintain her bedroom. Because of this, the child does not learn to value her home and possessions.

The acting manager has failed to provide Ofsted with an updated statement of purpose for the home. This leaves the regulator without up-to-date, accurate information about the service.

Nine requirements raised at the full inspection remain within timescale for completion. These will be reviewed at the next full inspection of the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/06/2021	Full	Inadequate
14/01/2020	Full	Requires improvement to be good
17/10/2019	Full	Inadequate
13/08/2018	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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(iv))</p> <p>This particularly refers to managers understanding the home's statement of purpose in relation to the children who the home can provide care for.</p> <p>It also refers to staff providing care that reflects children's individual needs and plans.</p>	<p>12 September 2021</p>
<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>12 September 2021</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>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>keep the children’s guide and the home’s complaints procedure under review and seek children’s comments before revising either document. (Regulation 7 (1)(a)(b)(c) (2)(c))</p> <p>This particularly refers to managers ensuring that the children’s guide is updated, in consultation with children living in the home, so that it reflects current and accurate information.</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 premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(d))</p> <p>This particularly refers to ensuring that the home is well maintained and staff support children to take pride in their home and their personal space.</p>	<p>12 September 2021</p>
<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> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p>	<p>12 September 2021</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)(c)(h))</p> <p>This particularly refers to ensuring that all staff have the basic training that would be expected for a member of staff in a children’s home, that staff are equipped with training that reflects the home’s statement of purpose, and that staff have the necessary training to meet the individual needs of any child that lives in the home.</p> <p>It also refers to ensuring that managers implement systems that enable them to monitor and review staff practice within the home, to ensure that children receive safe care that reflects their needs and plans.</p>	
<p>*The care planning standard is that 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 children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))</p> <p>This particularly refers to ensuring that managers understand the home’s statement of purpose and ensure that the care provided and the children who are admitted to the home reflect this profile.</p>	<p>12 September 2021</p>
<p>The registered person must compile in relation to the children’s home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p>	<p>12 September 2021</p>

<p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))</p> <p>This particularly refers to ensuring that the statement of purpose is up to date and accurate, and that a copy of the current document is provided to Ofsted following any update.</p>	
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))</p> <p>This particularly refers to the registered manager ensuring that they are satisfied that full safe recruitment checks have been undertaken before an individual starts work in the home.</p>	<p>12 September 2021</p>
<p>The registered person must ensure that all employees—</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))</p> <p>This particularly refers to managers ensuring that staff’s appraisals are supported with specific, measurable plans to support their development.</p>	<p>12 September 2021</p>
<p>The registered person must ensure that—</p>	<p>12 September 2021</p>

<p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>This particularly refers to the registered manager ensuring that all staff involved in an incident of physical intervention are spoken to within 48 hours.</p>	
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p>	<p>12 September 2021</p>

<p>The registered person must—</p> <p>maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a))</p> <p>This particularly refers to maintaining a record of actual hours worked that include everyone who is employed in the home, including the registered manager.</p>	
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (3))</p> <p>This particularly refers to ensuring that complaints are progressed in line with the organisation’s complaints procedure.</p> <p>Also, to ensuring that, when a child is not satisfied with the outcome of a complaint, the child is supported to escalate this matter through the complaints process to ensure a resolution.</p>	<p>12 September 2021</p>
<p>The registered person must ensure that an independent person visits the children’s home at least once each month. (Regulation 44 (1))</p> <p>This particularly refers to the registered manager ensuring that, when they are not satisfied with the quality of the independent person’s scrutiny of the home, they escalate this matter to senior managers.</p>	<p>12 September 2021</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 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>	<p>28 October 2021</p>

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.

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").

The registered person must—

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; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

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)(c) (3) (4)(a)(b) (5))

This particularly refers to the registered manager ensuring that the quality of care and associated report considers all aspects of children's care over the reporting period and is used to inform measurable service development.

*These requirements are subject to a compliance notice.

Recommendation

- The registered person should ensure that the home is arranged in such a way as to provide comfortable and appropriate overnight accommodation for staff who are required to sleep in the home. The location of the staff overnight accommodation should be designed to avoid unnecessary monitoring and surveillance methods being used. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.26)

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: 1244350

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

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

Responsible individual: Emma Smith

Registered manager: Post vacant

Inspector

Tracey Coglan Greig, Social Care Inspector

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