

# 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.

There is no registered manager in post. The provider is currently recruiting for this role. At the time of this visit, the manager from another of the provider's children's homes had been providing management cover along with the home's deputy manager.

**Inspection date:** 13 September 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.

A monitoring visit was conducted on 5 August 2021. The inspector identified that sufficient action had been taken for the compliance notices that had been raised under regulation 8 and regulation 10 to be considered met. However, the compliance notices issued under regulation 13 and regulation 14 had not been met. These notices were reissued. Ofsted was also not assured that managers had sufficient oversight of the service, or that staff had the skills and experience they required in order to care for more than the one child who was living in the home. Because of this, the notice of restriction remained in place.

This monitoring visit was carried out to review whether the provider has continued to abide by the notice of restriction. In addition, the inspector reviewed the

provider's progress in meeting the two compliance notices under regulation 13 and regulation 14.

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 monitoring visit in August 2021.

Managers have made sufficient progress for both compliance notices to be considered met. In addition, on consideration of the impact of the improvements made, Ofsted has allowed the notice of restriction to lapse.

Managers have reviewed the home's statement of purpose. This now clearly defines the children that the staff and the home are equipped to provide care for. Managers have used this information to inform a training audit. This review of training has enabled managers to provide targeted training for staff, ensuring that staff have the skills and knowledge that they require to meet children's complex needs.

Managers have also taken action to meet four of the requirements raised at the last monitoring visit. Two of these related to the work that has been undertaken regarding the statement of purpose. In addition, managers have reviewed and updated the children's guide. This now accurately reflects the care that children can expect to receive when they come to live in the home.

Managers have appointed a new independent visitor for the home. His reports of his visits demonstrate increased professional curiosity. This independent review of the children's home supports the managers' oversight of the service.

Despite this, management oversight of the service remains inconsistent. Managers still do not ensure that staff are spoken to following an incident in the home. In addition, managers have failed to take action when a child raised an issue about staff practice during an incident. These ongoing omissions do not ensure that managers reflect on and learn from incidents that occur.

Managers had not yet taken action to address the shortfalls in the home environment. As a result, damage identified at the last visit had yet to be repaired. Managers have taken action since the inspection to ensure that the home is in a suitable condition to enable them to provide care for more than one child.

Seven requirements raised at the full inspection were not reviewed during this monitoring visit. These will be considered at the next full inspection.

## 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 requirement was made at the last inspection and is restated.</p> <p>This particularly refers to staff providing care that reflects the child’s individual needs and plans.</p>	<p>17 October 2021</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>17 October 2021</p>

<p>This requirement was made at the last inspection and is restated.</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>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 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>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 requirement was made at the last inspection and is restated.</p> <p>This particularly 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>	17 October 2021
<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>	17 October 2021

<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 requirement was made at the last inspection and is restated.</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>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 requirement was made at the last inspection and is restated.</p> <p>This particularly refers to managers ensuring that staff appraisals are supported with specific, measurable plans to support the staff’s development.</p>	17 October 2021
<p>The registered person must ensure that—</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>	17 October 2021

<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. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>This requirement was made at the last inspection and is restated.</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>The registered person must—</p> <p>maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a))</p> <p>This requirement was made at the last inspection and is restated.</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>	17 October 2021
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p>	17 October 2021

<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 requirement was made at the last inspection and is restated.</p> <p>This particularly refers to ensuring that complaints are progressed in line with the organisation’s complaints procedure.</p> <p>This particularly refers 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>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>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>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”).</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; and</p>	<p>28 October 2021</p>

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

This requirement was made at the last inspection and is restated.

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

## 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 so as 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 DE14 2UE

**Responsible individual:** Emma Smith

**Registered manager:** Post vacant

## **Inspector**

Tracey Coglan Greig, Social Care Inspector

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