

SC403789

Registered provider: Cove Care Residential Limited

Full inspection

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 four children who may have a combination of mental health, psychological, emotional and complex care needs.

There is a registered manager in post who holds a level 5 qualification in leadership and management.

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 dates: 8 to 9 September 2021

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 February 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2020	Interim	Improved effectiveness
03/09/2019	Full	Good
13/03/2019	Interim	Improved effectiveness
28/08/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

There were four children living at the home at the time of the inspection. Since the last inspection, no children have moved out and one child has moved in. The manager assessed that the child's needs could be met and that they could live with the children already living in the home. The manager and staff ensure that children are welcomed into the home and where possible are involved in the planning process.

Children receive individualised care in agreement with the child's placing authority. For example, when a child spends time in the community without staff support, this is carefully assessed and planned for with the child and their social worker. This enables children to develop age-appropriate freedoms in a safe way and at a pace that is right for them.

Staff have a good understanding of each child's strengths and needs. They know children's plans and implement these well. As a result, children receive consistent care that supports their progress. A copy of one child's placement plan was not held on a child's file, but staff were able to demonstrate to the inspector that they were aware of what the child's plan is.

Staff are ambitious for children and encourage them to attend school. As a result, all children's attendance at school has improved since coming to live at the home. The manager raises concerns with professionals and advocates on behalf of children when she feels their educational needs are not being met. As a result, one child was not given a fixed exclusion and plans are now in place for the child to move to a specialist school. Staff prepare children well when there are changes to their education arrangements. One child has returned to education after a five-year gap and aspires to work in the health sector. Children spoke positively about working towards their future career goals.

Managers and staff seek children's views about who they want to keep in touch with. With agreement from the child's social worker, staff support children to visit people who are important to them. This helps children to keep maintain positive relationships with family and friends and promotes their identity.

Staff include children in day-to-day decisions. Children are involved in choosing meals and arranging activities they enjoy. Staff and children are respectful of each other's cultural and religious backgrounds. One child spoke about how she is supported to practise her religion. Since moving to the home, she has bought a bible and rosary beads. This practice is supportive of the child's beliefs.

Staff support children to register with local health services. Children attend routine health appointments and are in good physical health. Staff encourage children to access therapeutic services available to them through the organisation. This

supports children with their emotional health and well-being. On one occasion, a child's assessed health needs detailed in their plan were not promptly actioned by staff. This led to a delay in receiving advice which could have been avoided.

How well children and young people are helped and protected: good

No complaints have been received. Children have positive relationships with staff who care for them. They can name a person who they can speak to about any concerns. When there are conflicts between children, staff support them to understand each other's frustrations and resolve their differences. This helps children to feel safe and secure.

The manager has a positive working relationship with the area care home coordinator. This person complimented the efforts the staff team made to try and find a child who went missing from home. When children move into the home, the manager is proactive in sharing information with the police about children who may be at risk of running away. When children go missing from the home, staff's proactive measures and their coordinated responses promote children's safety. The number of occasions children are reported missing from home has reduced over time.

One staff member has started working in the home since the last inspection. This person has been safely recruited. The registered manager uses the same agency workers when there are gaps in the rota. On these occasions, agency workers are managed well and work with core staff who know the home and the children. This maintains stability for children.

The registered manager has responded appropriately to a concern about a member of staff that was raised by a child. The concern was shared with the child's social worker and designated officer. An internal investigation was carried out by the responsible individual. The investigation concluded that there was no intention to cause harm to the child. The child agreed with the outcome and did not wish to make a formal complaint. Prompt action taken by the registered manager and responsible individual promotes children's welfare.

Managers and staff have a good understanding of children's behaviours. They use this understanding to support children well. One child's plan did not include information about a known risk. This is a recording issue but one that has the potential to leave staff without the guidance that they need.

Staff have received training in managing self-harm. The manager ensures that staff have sufficient resources in place to respond to a minor or serious medical situation. Children's plans contain good information that helps staff to understand about children's history of self-harm and current concerns. There is clear guidance to help staff respond to a child who has harmed themselves or is intending to do so. However, the manager has not undertaken an assessment of the home environment to identify potential risks to children who are known to cause themselves harm.

The effectiveness of leaders and managers: good

Managers understand the home's strengths and areas for development, to achieve their vision for the home. They work well with professionals, including social workers, who are happy with the care and support that children receive. There is a strong multi-agency approach to meeting children's needs and keeping them safe.

There are sufficient, suitably experienced and consistent staff working with children. Most staff hold a relevant qualification. There is one unqualified staff member who is currently working towards completing the qualification and is expected to do so within the required timescale. Staff receive relevant training to support them to meet children's needs. As a result, children receive care from knowledgeable and skilled staff. The manager and responsible individual spoke to the inspector about a workforce development plan. However, there is no written plan in place.

Staff receive regular supervision from managers and feel supported. Supervision provides staff with the opportunity to discuss children's needs and progress, explore their own welfare and reflect on their practice and development. Managers appraise each staff member's performance annually. Staff who aspire to progress with their career are supported to complete a qualification in management. This creates a supportive culture that aids development.

The home is very spacious and provides opportunity for children to socialise as a group or to spend time on their own. There are plans in place to improve the decor of the home as several areas look tired. Some carpets are stained and need to be cleaned or replaced.

The manager and responsible individual have plans in place to review the home's location risk assessment as the current assessment does not provide staff with up-to-date information about an annex building that is no longer accessible to children.

The manager has some monitoring systems in place. She has good oversight of incidents and ensures that children and staff receive debriefs. These opportunities help children to look at more appropriate ways for managing the emotions that led to their upset. The manager supports staff to reflect on incidents and provides helpful feedback that will improve practice. However, current monitoring systems do not identify any gaps in records specific to the disposal of medication. This does not allow effective auditing of medication stored in the home.

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 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. (Regulation 12 (1) (2)(b))</p> <p>This specifically relates to ensuring that children's risk assessments are up to date and reflect all known risks, and to reviewing environmental risks to children.</p>	31 October 2021
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulations 23 (1))</p> <p>In particular, maintain clear records of what medication is received into the home for each child and that when medication is discontinued or disposed of records are updated to reflect this.</p>	31 October 2021

Recommendations

- The registered person should ensure that all relevant information is included in children's health plans and acted on without delay. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.4)
- The registered person should have a workforce plan. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location

and strategies for managing these. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1)

- The registered person should ensure that the environment, is homely and domestic. In particular, ensure that planned improvements to the home are implemented. ('Guide to the children's homes regulations including quality standards', page 15, paragraph 3.9)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: SC403789

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: Sarah-Jayne Garbett

Inspector

Helen Malanaphy, Social Care Inspector

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