

1226612

Registered provider: Harmony Residential Homes Limited

Full inspection

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 provides care for four children who have experienced trauma and have associated social and/or emotional difficulties.

The manager registered with Ofsted in April 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this home on 2 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 19 to 20 October 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: 20 August 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

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

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy trusting and meaningful relationships with the staff. Staff know the children well and engage with them in ways that the children can relate to. Staff are patient and understand how difficult it may be for some children to trust adults. They realise that some children need the time and space to get to know new people and feel comfortable around them.

Children are making good progress in many areas of their lives. One child has grown in confidence in social situations. This progress has been slow, but staff have persevered to encourage the child to build social-interaction skills. Another child is having counselling sessions and is making progress in dealing with their difficulties. The staff empower the children to express themselves as individuals and fully consider their age, gender, and cultural needs.

The staff team provide a structured daily routine and as a result, one child has maintained a 100% attendance at school and is achieving great results.

The staff actively seek the children's views. Staff provide children's meetings and key-worker sessions and encourage children to talk about issues related to communal living. Staff work hard to ensure that children's views are sought and acted on. This means that children are able to influence and plan their care.

Children benefit from a warm, cosy and child-friendly home. There is space for them to sit and have dinner together or have their own privacy. The overall quality of the furnishings and fixtures is of a good standard.

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

The staff are very clear about risks and keep children safe. They assess risks well and take appropriate steps to reduce them. Staff give children clear expectations and boundaries. This consistent and planned approach works well; the home is very settled and there are few instances of challenging behaviour.

Staff use a nurturing approach that relies heavily on positive rewards and incentives. Generally, this works very well. However, on occasions the manager has signed off rewards that she issued, without the objective oversight of another manager. Sanctions are used minimally; however, these can rely on deductions to children's money to replace damaged items. The staff have not considered restorative justice, and this does not help children to reflect on their behaviours.

There has only been one episode of a child going missing from the home since the last inspection. When this happens, the staff do all that they can to locate the child. Relevant people are informed and when children return, staff ensure that they are well cared for.

The manager ensures that the home is well maintained. Regular checks are undertaken in regard to electrical items, heating systems and fire prevention equipment.

The managers ensure that staff go through a rigorous selection procedure, and candidate's suitability is carefully checked. They make sure that the staff have the right personal qualities, enthusiasm and values to work with vulnerable children. Good checking systems make sure that every effort is made to prevent unsuitable people from working at the home.

The effectiveness of leaders and managers: good

The registered manager has recently returned from maternity leave. She is very experienced and suitably qualified for the role. She provides good leadership and maintains a focus on making a meaningful difference to children's lives.

The staff work well together and speak highly of the manager and the responsible person. However, there are times when the staff have been put under pressure by staff shortages. There have been occasions when there have not been enough staff to care for the children.

Staff have a daily handover and attend team meetings to reflect on the children's progress. This gives staff time to share important information about children's plans and discuss the day-to-day running of the home. There are regular opportunities for staff to develop their understanding of the home's procedures. These forums help the staff to support children consistently and work as a cohesive team.

The manager is aware that there are shortfalls in record-keeping and is working with the staff to address these. The staff do not have clear procedures to follow when managing bullying incidents. Although they deal with bullying incidents, there is a lack of clear guidance in how best to manage and record these. Complaints are not recorded in enough detail, and a search of a child's bedroom was not documented properly. All of these records fail to include the required details. Despite this, children are supported. The staff are able to relay the support they have provided to each child, and other records provide evidence of the actions taken by the staff.

The registered manager and responsible person work hard to establish and maintain good working relationships with families and other professionals. Children's social workers and educational professionals highlighted the quality of communication from the staff.

Managers prioritise staff development. They recognise that informed and trained staff positively influence the care that the children receive. Staff receive good training, and most staff are either qualified to or are working towards a level 3 diploma in residential childcare. However, one member of staff has not completed their level 3 diploma within the required time frame.

Staff supervision meetings involve discussions about children and their individual needs. However, some staff have not received supervision in line with the policy, which means they may not get the individual support that they need. Staff are able to reflect on their own learning needs and particular areas for development during regular clinical supervision. These meetings give the staff team the opportunity to share ideas as a team.

An independent person visits the home and produces monthly reports. The reports do not give a good overview of the home and fail to include the views of the staff or the children. The reports do not identify relevant shortfalls or provide effective monitoring, and this reduces the benefits of this external safeguard.

The manager's review of care is an informative document. However, feedback from professionals, staff and the children are not included which would enhance its overview.

The registered manager has met the three requirements raised at the last inspection.

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 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 the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(d))</p>	<p>31 October 2021</p>
<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))</p>	<p>31 March 2022</p>

<p>The registered person must prepare and implement a policy for the prevention of bullying in the home, which must in particular set out the procedure for dealing with an allegation of bullying. (Regulation 34 (3))</p>	<p>31 October 2021</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 (3))</p>	<p>31 October 2021</p>
<p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person required</p> <p>The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children’s well-being.</p> <p>The independent person must provide a copy of the independent person’s report to—</p> <p>HMCI. (Regulation 44 (2)(a) (4)(a)(b) (7)(a))</p>	<p>31 October 2021</p>

Recommendations

- The registered person should ensure that when children’s rooms are searched, records of the search are clear and accurate. (‘Guide to the children’s homes regulations including the quality standards’, page 16, paragraph 3.20)
- The registered person should ensure that when sanctions are used to address poor behaviour, these should be restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. (‘Guide to the children’s homes regulations including the quality standards’, page 46, paragraph 9.38)
- The registered person should ensure that staff understand the system for rewarding and celebrating positive behaviour and recognising when children have managed situations well. In particular, ensure that rewards are reviewed by staff

who can provide objective oversight. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.39)

- The registered person should ensure that all staff receive supervision in line with the home's policy. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that when they carry out a review of the quality of care, the views of professionals, the staff and the children are included. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.2)

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: 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

Cathy Russell, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021