

1220887

Registered provider: Hygge Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A small private provider owns this home. The home provides care for up to three children aged from five to 12 years at the time of admission.

The manager registered with Ofsted on 28 September 2021.

Inspection date: 22 March 2022

Date of last inspection: 3 November 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, the same three children have continued to live at the home. Two of the children are settled and are making progress. Staff are struggling to meet the needs of the third child, and this has hindered the progress he has made.

The registered manager has worked hard to try and improve the quality of care provided to children and to address the shortfalls from the previous inspection. However, staff shortages have resulted in the registered manager covering shifts. This has reduced the time available for the registered manager to drive improvements forward. As a result, some of the requirements from the previous inspection have not been met.

The registered manager's meticulous oversight of physical interventions has helped to improve staff's recording of such incidents. Physical interventions are only used as a last resort. Staff have been successful at managing incidents in which children attempt to cause harm to themselves or others.

Staff reflect on incidents in the home and use any learning to improve how they support children. This learning is captured in the children's behaviour management plans and risk assessments. Staff have a good understanding of what may upset or worry children. As a result, incidents during bedtime have reduced.

Staff have been successful in providing meaningful one-to-one support with consultation from the in-house therapist. For example, one child has a feelings board which helps him to express himself with pictures. Staff help the child to understand where emotions come from and how these are expressed through behaviour. This has helped the child to self-regulate his feelings and develop better coping strategies.

Staff have embedded a culture of positive educational attainment and have been successful in supporting children with their education. All children engage in full-time education and have 100% attendance. Children are thriving in education because of the support they receive from staff.

All professionals speak highly of the registered manager and his staff team. One social worker said that the key strength of the home is the dedication of the registered manager and his staff team. They understand the complexities of the child's behaviour and are always forward-thinking, reflective and do not give up. Feedback from other professionals echoes this viewpoint.

The registered manager's six-monthly quality of care review report has improved. As such, monitoring and reviewing systems are more informative. This has helped to improve the quality of care that children receive.

The home requires significant maintenance work to ensure that children live in a home which is warm and welcoming. For example, on the day of the inspection, the front doorbell was broken, children's bedrooms were untidy, with clothes scattered on the floor, and the conservatory lounge was untidy, with cushions and children's belongings scattered on the floor. Walls had masking tape on them, and the front and back gardens were unpresentable.

There has been high staff turnover and levels of absence since the last inspection. The registered manager and senior managers have been covering shifts. This includes using staff from another home within the organisation and agency staff to address this shortfall. The registered manager is aware of this shortfall and monitors this regularly to ensure that children receive consistent care. As a result, he uses similar staff from another home and agency to minimise the disruption that this causes for children.

The registered manager has not sought statutory documentation for children when they move to the home and following a review to their care plans. This means that the registered manager and staff do not have up-to-date information relating to the needs of the child. This does not help staff to meet children's needs.

In response to this inspection, senior managers have identified a detailed plan of action to address staff recruitment and maintenance work.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/11/2021	Full	Requires improvement to be good
21/01/2020	Full	Good
04/12/2018	Full	Good
09/01/2018	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>ensure that staff—</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(vii))</p> <p>This is a repeat requirement. This relates to staff providing children with care in line with the therapeutic ethos as outlined in the statement of purpose. In addition, this relates to the provider ensuring that the home environment is well presented and maintained.</p>	29 April 2022
<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>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>	29 April 2022

<p>ensure that staff work as a team where appropriate;</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(e))</p> <p>This is a repeat requirement. This specifically relates to the need for staff to provide children with consistent care and make the necessary improvements to their practice as identified by the manager.</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date. (Regulation 36 (1)(a)(b))</p> <p>This is a repeat requirement. This relates to the need for staff to ensure that children's records are clear, accurate and up to date. In addition, children's files should contain up-to-date local authority plans.</p>	<p>29 April 2022</p>

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1220887

Provision sub-type: Children's home

Registered provider: Hygge Care Limited

Registered provider address: Grosvenor House, 11 St Paul's Square,
Birmingham, West Midlands B3 1RB

Responsible individual: Justin Evans

Registered manager: Dave Dixon

Inspector

Sam Dulay-Kainth, Social Care Inspector

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