

SC066250

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately operated home provides care for up to three children, aged up to 18 years, with social and/or emotional difficulties.

The registered manager has been registered with Ofsted since August 2020.

Inspection dates: 12 and 13 April 2022

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: 21 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/04/2021	Full	Good
03/03/2020	Full	Good
02/10/2018	Full	Outstanding
19/02/2018	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress in this home. Children's ambitions are at the forefront of the care for the children and staff help them to achieve their goals. Children are effectively supported to develop their independence skills at a pace that is individual to them. One child is approaching adulthood and has been successful in securing employment. Another child has shown an interest in cooking and staff have followed their lead in helping them plan, shop for and cook some of their meals.

Parents provided positive feedback to the inspector and said that they were pleased that their child was living in this home. Parents are confident that their children are happy and well cared for by the staff. One child's parents credited the staff team for their input into their child's life, and all the positive things that their child now enjoys because of the team's dedication.

The children enjoy living in the home and told the inspector that they like each other as well as the staff team. Compatibility of the children's needs is important in this home and means a positive and relaxed atmosphere is created.

Children's education is supported well. All children are attending school or college. Outside of school, they have the opportunity to take part in activities to support their interests as well as have new experiences.

Children's bedrooms are not always maintained to a good enough standard. The inspector found the rooms to be cluttered and needing to be cleaned. Children do not always have the appropriate level of support, or staff modelling what is expected, to maintain a high standard.

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

Children are kept safe in this home. There has only been one occasion where a child was missing. Staff were quick to act and work with each other and the child's parents, as well as the police, to locate the child and bring them home.

The staff have not used any physical restraint since 2017. The manager leads with an ethos of remaining calm, de-escalating situations and problem solving.

Feedback from wider professionals is very positive. External professionals told the inspector that the staff are very child focused and have a comprehensive understanding of the children's needs. This means that staff are effective advocates for the children and their knowledge and experience is respected by the professional network.

The home is staffed by a stable and consistent team. Some of the staff have worked in the home for eight or more years. Staff told the inspector that they enjoy working

here. They feel proud of the children's achievements and enjoy watching them progress. Staff said that they feel confident that everyone in the team would 'go the extra mile' for the children.

Leaders and managers have developed some of the paperwork used in the home to improve clarity and make them more child focused. There are plans to develop other aspects of the children's case records. Some of these were found to be too generic or ambiguous in the language used.

The effectiveness of leaders and managers: good

This home is led by a dedicated manager. Staff told the inspector that the manager is well respected by the team, describing them as 'approachable, professional and fun'.

Staff are up to date with mandatory training and receive further training relevant to the children's needs. However, this could be further developed based on the children who currently live in the home. Monitoring of online gaming is not robust enough to identify early signs of unwanted contact. Leaders and managers are keen to rectify this and develop staff knowledge.

Some management review mechanisms are weak and do not offer leaders and managers robust scrutiny and challenge to drive development. The independent person often announces their visits and makes few suggestions to improve the home.

The home would benefit from some improvements and redecoration. This includes repurposing the dedicated office space. Leaders and managers have plans in place to address this and some improvements have already been made to the kitchen and bathroom.

Safer recruitment practices are in place for the recruitment of permanent members of staff. However, references for agency staff are missing. Leaders and managers acknowledge this shortfall and are working to address the issue.

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;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(b)(vii)(c)(i)(ii))</p> <p>In particular, ensure that children are supported to effectively tidy their bedrooms and that their rooms are maintained to a high standard of cleanliness.</p>	<p>1 June 2022</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</p>	<p>30 June 2022</p>

the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).

The requirements are that—

the individual is of integrity and good character;

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;

the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and

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)(a)(b)(c)(d))

In particular, ensure that references for agency staff are obtained prior to them working in the home.

Recommendations

- The registered person should ensure that staff are provided with opportunities to develop their safeguarding knowledge. Staff need the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)
- The registered person should review the dedicated office spaces and ensure that a homely environment is maintained. This will provide a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person are able to visit unannounced to make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: SC066250

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior,
Bromsgrove B60 4AD

Responsible individual: Timothy Corbin

Registered manager: Benjamin Beynon

Inspector

Katie Ratcliffe, Social Care Inspector

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