

# 1216505

**Hennessy Living Group Limited**

Monitoring visit

## **Information about this children's home**

A private provider owns and manages this home. The home provides care for up to five children who may have emotional and/or social difficulties.

The home does not have a registered manager. A manager was appointed on 27 June 2022.

During a monitoring visit on 14 February 2022, inspectors found several regulatory breaches in the management and leadership arrangements. These shortfalls impacted on the children's safety, protection and welfare. In response, Ofsted issued a compliance notice under regulation 13.

The provider made the decision to temporarily close the home on 18 February 2022. As such, Ofsted issued a notice of proposal to impose the three-month condition on the provider's registration. This means that the provider must give Ofsted three-month's notice of their intention to admit any child into the home.

A monitoring visit was carried out on 12 May 2022 to monitor the provider's response to the compliance notice. The home was closed. Therefore, Ofsted reissued the compliance notice under regulation 13.

**Inspection date:** 3 August 2022

## **This monitoring visit**

The home remains closed and there are no children living in the home.

This visit was carried out to monitor the provider's response to the compliance notice. During this visit, the inspectors identified that one of the five steps identified in the compliance notice had been met. A new manager has been appointed. However, this person has yet to submit their application to register with Ofsted.

Four members of staff have been appointed. Some staff have commenced the induction process and mandatory training. A recruitment campaign is ongoing as the current staffing levels are insufficient to reopen the home. Therefore, this step of the compliance notice has been reissued.

As the home remains closed, the provider has been unable to demonstrate that they have sufficient staff who are suitably trained to care for children. As a result of this, the provider has been unable to provide accurate and up-to-date rotas, and demonstrate that their staff will receive supervision as identified in their policy. As such, these steps of the compliance notice have been reissued under regulation 13.

The provider has taken action to improve the home's condition. A full refurbishment is underway. Rooms are being repainted, a new kitchen has been installed and repairs to the exterior are being addressed.

The eight further requirements and the two recommendations made following the monitoring visit in February 2022 have also been reissued.

During this monitoring visit, the provider notified Ofsted of their intention to reopen the home.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/10/2021	Full	Good
17/08/2021	Full	Inadequate
28/01/2020	Interim	Improved effectiveness
07/05/2019	Full	Requires improvement to be 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.

<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority’s or a relevant person’s performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child’s needs are met in accordance with the child’s relevant plans. (Regulation 5 (c))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	<p>16 October 2022</p>
<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>protect and promote each child’s welfare;</p> <p>treat each child with dignity and respect;</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;</p> <p>make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iii)(iv)(ix))</p>	<p>16 October 2022</p>

<p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</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 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 requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	<p>16 October 2022</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</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> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home’s workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(d)(e))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	<p>16 October 2022</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</p> <p>promotes their welfare.</p>	<p>16 October 2022</p>

<p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</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; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	16 October 2022
<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 monitoring visit on 14 February 2022 and is restated.</p>	16 October 2022
<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.</p> <p>The registered person must ensure that no child is subject to any reprisal for making a complaint or representation. (Regulation 39 (3) (4))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	16 October 2022

<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(e))</p> <p>This requirement was made at the monitoring visit on 14 February 2022 and is restated.</p>	<p>16 October 2022</p>
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\*This requirement is subject to a compliance notice.

## Recommendations

- The registered person should ensure that there is a nurturing and supportive environment that meets the needs of the children. Children’s homes must comply with relevant health and safety legislations (alarms, food hygiene etc.). Rooms and outside areas need to be decorated and maintained to ensure that the home remains warm and welcoming and is not institutionalised. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 15, paragraph 3.9)
- The registered person should ensure that staff are familiar with the home’s policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 62, paragraph 14.4)

## 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:** 1216505

**Provision sub-type:** Children's home

**Registered provider:** Hennessy Living Group Limited

**Registered provider address:** Rickleton 1B, Bowes Offices, Lambton Park,  
Chester Le Street DH3 4AN

**Responsible individual:** Carol Harrison

**Registered manager:** Post vacant

## **Inspectors**

Catherine Heron, Social Care Inspector

Cherie Chen, Social Care Inspector



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