

# 1244350

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home was registered with Ofsted in November 2016. It provides care for up to three children who have been affected by adverse childhood experiences that have led to associated trauma and complex behaviours.

The manager registered with Ofsted in May 2022 and is working towards the level 5 qualification in leadership and management.

### Inspection dates: 12 and 13 September 2023

**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:** 16 August 2022

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2022	Full	Requires improvement to be good
18/10/2021	Full	Requires improvement to be good
28/06/2021	Full	Inadequate
14/01/2020	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

There was one child living in the home at the time of the inspection. Since the home's assurance inspection, one child has left the home and one child has moved into the home. Staff managed these transitions well and children were supported effectively. One child has returned to live with their family because of the support staff provided to the child and their family. Another child's move into the home was managed sensitively. As a result, children feel reassured during important transitions in their lives.

Staff work hard to develop positive relationships with children. This is because they ensure that children's wishes, views and feelings are valued and acted on. For example, staff complete good-quality direct work with children and hold meaningful conversations to help them to learn about life and risk. As a result, children develop in confidence.

Staff capture and celebrate children's memories and achievements effectively. For example, they have created memory books and photo albums which children take with them when they leave the home. In addition, staff record daily messages to children in children's 'wow' books. This child-focused approach helps children to feel valued.

Staff prioritise the time that children spend with their families. For example, staff support children to spend regular time with their families and those people important to them. Furthermore, staff advocate for children and work with the relevant professionals to re-establish links to loved ones. This support helps children to stay connected with those people who are important in their lives.

Staff ensure that children's education is promoted. Children attend school and staff work well with external professionals to keep children in mainstream schools. Consequently, children are supported with their education, and staff think creatively when there are any barriers to learning.

Since the last inspection, the registered manager has taken some action to improve the home environment. However, some areas of the home still require improvement. For example, the bathroom and kitchen areas require redecoration and refurbishment. The registered manager has plans to make further improvements.

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

Children feel safe in the home and one child told the inspector that they had no concerns. The number of significant incidents with children is low, and staff work therapeutically to manage children's behaviour. For example, the staff team uses a 'lucky dip box' as a creative reward system. This promotes positive behaviour.

Although negative consequences are rare, they do allow children to learn from their experiences and behaviour. This restorative approach has meant that there have been no incidents requiring physical intervention since the last inspection.

Children hardly ever go missing from the home. Since the last inspection, there has been one incident. During this incident, staff followed the strategies identified in the child's plans and worked effectively with the relevant professionals to return the child to the home. Safety work completed with the child following the incident was proactive and resources were used to ensure that the child could learn and reflect.

Staff work effectively to manage children's safety when online. There has been one significant incident since the last inspection, and this has been managed well. Risk assessments have been updated with the child's social worker and the registered manager has put in place systems to keep the child safe online. Direct work completed with children is specific and of good quality. This helps them to learn and understand about social media and how to communicate safely with their friends.

The registered manager has made improvements to the home's recruitment procedures. This means that shortfalls identified by Ofsted at the last inspection have been addressed. Staff are now vetted and assessed as suitable before any appointment is confirmed. This helps to prevent unsuitable adults working with children.

### **The effectiveness of leaders and managers: good**

The home is led by an organised and committed registered manager. She is an advocate for children and develops positive relationships with them. She works well with professionals to ensure that children receive good-quality care. Her organised approach means that she knows the home's strengths and development areas well. The manager is currently working towards achieving a level 5 diploma in leadership and management.

Staff are very positive about the support they receive from the registered manager. Supervision sessions are regular and of good quality. These sessions help staff to reflect on their practice and identify areas for improvement. Furthermore, the manager uses regular team meetings to develop staff and improve their practice.

Staff complete training which is specific to the needs of children. This is because the registered manager is committed to developing and supporting staff to provide good care to children. Personal development plans and probationary reviews provide staff with feedback on their performance. Staff apply their learning to practice and talked to the inspector about their training and actions they have learned to keep children safe.

Management oversight and monitoring processes are effective. Internal and external monitoring systems used provide a good overview of the home. The home's responsible individual provides a good level of support to the manager. As a result,

leaders understand the home's strengths and weaknesses and take action to address shortfalls.

The staff and registered manager have established good working relationships with a range of agencies and external professionals who are involved in children's care. Staff work closely with teachers, social workers and the police. One professional said: '[The registered manager] is excellent, communication is excellent and staff are proactive. Safety work completed is good. I am confident in the home and the care that [name of the child] is receiving is good.'

## **What does the children's home need to do to improve?**

### **Recommendation**

- The registered person should ensure that the children's home provides a nurturing, supportive and homely environment that meets the needs of the children. The home should be well maintained. ('Guide to the Children's Homes Regulations, including the 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:** 1244350

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

**Registered provider:** Haven Care Group Limited

**Registered provider address:** Unit 6, Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

**Responsible individual:** Andrew Parker

**Registered manager:** Ansa Shafaq

## Inspector

Dean Wilton, Social Care Inspector

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