

# 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 up to four children with social and emotional difficulties.

The manager registered with Ofsted in April 2018.

### Inspection dates: 11 and 12 September 2023

**Overall experiences and progress of children and young people,** taking into account **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

The effectiveness of leaders and managers **requires improvement to be good**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** 9 June 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
09/06/2022	Full	Good
19/10/2021	Full	Good
20/08/2019	Full	Good
20/02/2019	Interim	Improved effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

At the time of the inspection, four children were living at the home. The last child moved in a month before this inspection. The shortfalls identified at this inspection mean that some of the children are not benefiting from positive care experiences.

The house is spacious and provides enough room for children to have their own areas. However, internal repairs have not been undertaken for some time. The home is not clean; although there is a staff cleaning rota, this is not working. The garden needs to be tidied, and the grass needs cutting. The designated staff smoking area is in view of children, which is unpleasant.

Staff support children to be active and healthy. They provide home-cooked meals and a varied diet. The staff are experienced in supporting children to manage their anxiety, and they support children with mental health difficulties. Staff attend appointments with children and, if needed, act as their advocates.

Children like the staff; they know them well and like spending time with them. Staff are very positive about the children. They play with children, take them out and join in with activities. The children said that they can talk to staff, and know that the staff will make time for them. This helps children to feel valued and heard.

All the children have an education placement. Going to school or college is encouraged by the staff. Children's school attendance is good. One child achieved a high number of GCSEs and is studying A levels. One child has applied for a part-time job as part of their independence plan. All the children have goals and are making plans for the future.

### **How well children and young people are helped and protected: requires improvement to be good**

During this inspection, the inspector was aware that a serious incident that had occurred since the last inspection was under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

One child is involved in a serious safeguarding investigation. The appropriate agencies have been informed and the manager has undertaken a critical incident review. However, this review demonstrates a lack of curiosity and oversight from the staff and management team regarding the child's care.

There have been a number of incidents of children going missing from the home, although these have reduced significantly. When children go missing from the home, staff immediately look for them, and report to the appropriate agencies.

On one occasion, police were called to support staff with children's behaviour. This behaviour did not necessitate calling the police. Since then, managers have supported the staff to better understand the escalation process and avoid involving the police.

Staffing levels are appropriate; however, due to the declining emotional well-being of one child, the staff are physically tired. The escalation of some behaviours has meant that other children have been assaulted while staff were caring for one child. As a result of this incident, one child has said that he does not feel safe at the home. The risks for one child have increased significantly. The manager is aware of these concerns and has responded with increased staffing.

Staff use a praise book to reinforce positive behaviours, and this includes a reward system. Any consequences are restorative and encourage children to reflect on their behaviours. Staff use positive behaviour scenarios in key-worker sessions to support children's understanding.

There is a detailed location risk assessment. Staff are aware of the potential risks in the locality and know how to keep children safe. Additional surveillance systems have recently been installed outside the home to help children to feel safe.

### **The effectiveness of leaders and managers: requires improvement to be good**

The current manager has been in post for several years and is established and experienced. However, she has not achieved the level 5 qualification within the requisite time frame. The manager has been away from the home while overseeing another home owned by the responsible individual. In her absence, the home is being managed by an acting manager and acting deputy manager, who are relatively inexperienced as managers. This has reduced the overall quality of management oversight and negatively affected the children's experiences.

The manager's supervision notes were not available. There were no opportunities to look at the quality of these records because the responsible individual could not make these available. The manager has not had an annual appraisal, and this limits opportunities to support and guide the manager in her role.

Quality assurance systems need further embedding. The records do not enable good auditing, and therefore the patterns and trends cannot be reviewed or analysed.

The manager provides staff with regular supervision sessions. These help staff to be more effective in their work with the children. Supervision sessions are reflective and person-centred. All staff are encouraged to attend the regular team meetings. Staff

are paid to attend if they are not on shift. Practice discussions at the meetings ensure that there is a consistent approach to children's care.

Managers ensure that children's care plans positively identify their needs.

Social workers said that their relationships with the staff and managers are very positive.

## 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, The 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 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 staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>have the skills to identify and act upon signs that the child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(iii)(v))</p> <p>In particular, ensure that staff understand the signs and symptoms of abuse, and understand when to escalate incidents to the police.</p>	<p>30 September 2023</p>
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4) (b)(c))</p>	<p>30 October 2023</p>
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p>	<p>30 September 2023</p>

<p>children are helped to lead healthy lifestyles. (Regulation 10 (1) (a)(c))</p> <p>In particular, ensure that the house is cleaned daily and the designated smoking area is relocated away from the kitchen and children.</p>	
<p>A person may only manage a children's home if—</p> <p>the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children.</p> <p>For the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has—</p> <p>by the relevant date, attained—</p> <p>the Level 5 Diploma in Leadership and Management for Residential Childcare (England) ("the Level 5 Diploma").</p> <p>The relevant date is—</p> <p>in the case of a person who was managing a home on 1st April 2014, 1st April 2017. (Regulation 28 (1)(i) (2)(c)(i) (3)(b))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>30 April 2024</p>

## Recommendation

- The registered person should ensure that the rear garden is suitably maintained to create a more welcoming space that encourages children to play outside. (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:** 1226612

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

**Registered provider:** Harmony Residential Homes Ltd

**Registered provider address:** 33A, Portsmouth Road, Southampton SO19 9BA

**Responsible individual:** Sajida Kiyanni

**Registered manager:** Caprice Haines

## Inspector

Trudy Potter, Social Care Inspector



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