

1216505

Registered provider: Hennessy Living Group Limited

Monitoring visit

Inspected under the social care common inspection framework

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 social difficulties.

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

The provider took the decision to close the home on 18 February 2022.

On 24 February 2022, Ofsted issued a notice of proposal to vary the conditions of registration. This required the provider to inform Ofsted of their intention to accommodate children at least three months before they admitted any children into the home. This proposal was accepted by the provider. Therefore, Ofsted issued the notice of decision to this effect.

On 12 May 2022, a monitoring visit was carried out to monitor the provider's response to addressing the steps identified in the compliance notice. Due to the home's closure, the provider was unable to demonstrate that they had met the steps. Therefore, Ofsted reissued the compliance notice under regulation 13.

On 4 August 2022, the provider informed Ofsted that they intended to reopen the home on 4 November 2022.

A further monitoring visit was carried out on 8 August 2022. The provider demonstrated some progress and met one of the steps identified in the compliance notice. A further compliance notice under regulation 13 was issued to address the steps that had not been met.

There are no children living in the home.

The manager is not registered with Ofsted. On 20 October 2022, the proposed registered manager notified Ofsted that they wished to withdraw their application to register with Ofsted.

Inspection date: 18 October 2022

This monitoring visit

This visit was carried out to monitor the provider's response to meeting the steps in the compliance notice, and to explore if the provider remained suitable to meet the requirements of their registration.

During this visit, the inspectors found that the provider has taken sufficient action to meet all of the steps in the compliance notice.

Staff receive practice-related supervision in accordance with the home's policy. A written record is completed, which provides an overview of the discussion between the staff and the manager. This process has now been improved as this now includes staff development targets and areas to improve.

The provider has ensured that the current staff are well prepared to care for children. Staff have progressed through the provider's mandatory training programme. Further courses are scheduled to take place before the home reopens. Staff speak positively about the support that they have received during their probationary period of employment and the variety of training.

The home is currently undergoing a refurbishment. The current conditions are not suitable for children. The responsible individual identified that the conditions must be improved before the home reopens and has a plan in place to achieve this.

A recruitment campaign is underway and new staff have been appointed. However, the responsible individual confirmed that there are not enough staff to care for the number of registered places safely.

Safer recruitment processes are not thoroughly followed. The interim manager and senior management team have not ensured that the staff's employment history is carefully reviewed. In two examples, gaps in the staff's previous employment were not explored and a suitable reference was not obtained. This practice increases the risk of children being cared for by unsuitable adults.

The provider has not ensured that the home's statement of purpose is revised in a timely manner and sent to Ofsted. This means that information shared by the provider about the home may not be accurate and could mislead other agencies, such as commissioners, professionals and children's parents.

The eight requirements and the two recommendations made following the monitoring visit in February 2022 were not considered during this visit. Therefore, they have also been reissued.

Ofsted has agreed to remove the three-month condition. However, due to the current home conditions, insufficient staffing arrangements and the lack of a suitably qualified manager, Ofsted is not satisfied that the provider can safely deliver the outcomes as outlined in the home's statement of purpose. As such, Ofsted has issued a notice of proposal to impose a change to the provider's conditions. This will reduce the number of children that the provider can care for from five to two.

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.

Requirement	Due date
In meeting the quality standards, the registered person must, and must ensure that staff— 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)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	16 December 2022
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which	16 December 2022

give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iii)(iv)(ix)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— 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)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	16 December 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home has sufficient staff to provide care for each child; 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)(d)(f))	16 December 2022
The registered person must keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (3)(a))	16 December 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only—	16 December 2022

employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— 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) (3)(d))	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Regulation 36 (1)(a)(b)(c)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	16 December 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	16 December 2022
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. The registered person must ensure that no child is subject to any reprisal for making a complaint or representation. (Regulation 39 (3) (4)) This requirement was made at the monitoring visit on 14 February 2022 and is restated.	16 December 2022

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

- The registered person should ensure that there is a nurturing and supportive environment that meet the needs of their 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 not institutionalised. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that the 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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