

1245390

DMR Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is currently registered to provide care and support for two children with emotional and/or behavioural difficulties. It is owned by a private provider.

At the time of the monitoring visit, there was no registered manager in post and there were no children living at the home.

Inspection date: 19 January 2021

This monitoring visit

This home had an assurance visit on 3 December 2020. The assurance visit identified serious and widespread safeguarding concerns. At that time there were concerns about how well staff managed behaviour as the police were called due to situations escalating and there were incidents of bullying between children. Three requirements were made following the assurance visit. The purpose of this monitoring visit was to evaluate what progress had been made to address the concerns and meet the requirements set.

Since the assurance visit in December, all the children have moved on from the home. Children have made planned moves to supported accommodation or return to parents. There are no plans to accommodate children in the near future.

The home is temporarily closed. The provider is recruiting a new manager. The staff team is undergoing a programme of training and professional development. The provider is revising the home's statement of purpose, acknowledging that they are unable to provide specialist care to children in relation to child sexual or criminal exploitation.

This monitoring visit identified that the provider has commenced work to improve the quality of care and safeguarding practice. The improvement work is ongoing. For this reason, progress in meeting the requirements will be reviewed at a further

monitoring visit. The provider will give notice of their intention to accommodate children at the home again. No further requirements have been made as a result of this monitoring visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/09/2019	Full	Good
18/06/2019	Full	Inadequate
13/03/2019	Interim	Improved effectiveness
18/04/2018	Full	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
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(b))	26 February 2021
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 staff— 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other;	26 February 2021

understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii))	
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 staff have the experience, qualifications and skills to meet the needs of 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h))	26 February 2021

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 visit.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1245390

Provision sub-type: Children's home

Registered provider: DMR Services Ltd

Registered provider address: DMR Services, 102 Queslett Road, Streetley, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Sally Neville

Registered manager: Post vacant

Inspector

Amanda Ellis, Social Care Inspector

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