

1245390

DMR Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and support for up to five children and young people. It is owned by a private provider.

Inspection date: 31 July 2019

This monitoring visit

Following the inadequate judgement from the full inspection on 18 June 2019, Ofsted issued a restriction notice. This prevents the provider from accepting any new admissions until 13 September 2019.

The purpose of this visit was to monitor the restriction notice. The seven requirements set at the full inspection will be reviewed at a further full inspection.

At the time of the inspection, the home accommodated three young people.

The evidence provided in this inspection demonstrated that the provider had put in place improved operating systems. However, the restriction notice will remain in place. This is because improvements need to be fully implemented and sustained before additional young people can be safely admitted to the home.

Young people say that they feel safe. The dynamics between the young people are more positive. They report no bullying and say that they are happier.

Managers have ensured that young people have more structured days. Clear routines have been implemented. Rules are clear, with incentives and consequences for each young person. This is leading to improved behaviours.

Since the full inspection, safeguarding incidents have vastly reduced. However, new behaviours currently being displayed by one young person present fresh safeguarding risks. Staff have not been proactive to prevent an escalation of risks. This means that staff do not yet display effective safeguarding practice. This is

because they do not fully understand their roles and responsibilities. Managers have now implemented plans to prevent the young person from engaging in risk-taking behaviours.

Managers have ensured that all staff are working towards achieving a relevant qualification. A programme of training is scheduled to enable staff to have the knowledge and skills to meet the needs of each young person.

Ofsted has received two further complaints about this home. These relate to safeguarding and care practice. The home has not been effective in developing or sustaining positive relationships within the local community.

Feedback from professionals is variable. One social worker highlighted continued concerns about a decline in a young person's behaviour. Other social workers have commended the provider and its ability to promote safe care and improved outcomes.

The physical condition of the home has improved, both internally and externally. Young people's bedrooms and bathrooms are of an acceptable standard. Significant work to the exterior of the home is under way to improve the home environment further.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2019	Full	Inadequate
13/03/2019	Interim	Improved effectiveness
18/04/2018	Full	Good
19/10/2017	Interim	Declined in effectiveness
10/05/2017	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 ensure that— 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))	13/09/2019
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 staff— help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of	13/09/2019

bullying and how to deal with them; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11(1)(a)(b)(c)(2)(a)(iv)(xi)(xii)(xiii)(b))	
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— 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; 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; 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)(a)(iii)(iv)(v)(vi)(b))	13/09/2019
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 premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d))	13/09/2019
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.	13/09/2019

In particular, the standard in paragraph (1) requires the registered person to— 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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(d)(e))	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose; and that each child’s relevant plans are followed. (Regulation 14 (1)(a)(b)(2)(a)(c))	13/09/2019
The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. The registered person may only— employ an individual to work at the children’s home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character;	13/09/2019

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and 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)(b)(3)(a)(b)(c)(d))	
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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 East, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Sally Neville

Registered manager: Keren Iqbal

Inspector

Amanda Ellis, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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