

1251947

Registered provider: Haven Care Group Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It is registered to provide care for up to four children who have had adverse childhood experiences.

The home registered with Ofsted in 2017 and is led by an experienced manager, who is registered with Ofsted.

Inspection date: 5 January 2023

Date of last inspection: 22 June 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Since the last visit, no children have moved into or out of the home. At the time of this inspection, four children were living at the home.

Positive relationships between children and staff help to promote the children's welfare. Children develop trusting relationships with staff. Children say that they are comfortable to discuss any concerns with them should they need to.

Staff are sensitive in their approach with children and support them with their identities and culture. Staff offer children structure and routine, which provides stability and gives children a feeling of security.

Children live in a warm and homely environment. Efforts have been made to improve the aesthetics of the home, and children are included in decision-making about this. Photos of children enjoying activities are dotted around the home, which reflects the positive experiences that they have and contributes to the homely environment.

Staff understand children's health needs. Children attend regular appointments and receive the primary care that they have missed previously. For example, children who have not attended the dentist for a number of years are now regularly receiving a planned dental care package. Staff support children to get the help they need from specialist services. When children refuse to attend appointments, direct work takes place to educate children about the importance of looking after their health and well-being.

Children make measurable progress with their education, and attendance levels for all children have improved. When there are barriers to learning, staff work hard to ensure that children are engaging in their education. The manager attends meetings regularly with school staff, and a joined-up approach helps children to understand that education is important.

Staff help children to express their views in a way that they are most comfortable with. Staff respect children's views of not wishing to sit and meet formally on a weekly basis and have changed this to monthly. Children also express their views during informal chats which are used to form the basis of their care and plans. Because of this, children feel listened to and respected.

The safety of children

The manager and staff ensure that risk management plans are in place, understood by all and implemented. The manager reviews risk management plans and adds new information when needed. For example, following missing-from-care incidents, assessments are updated to include relevant information from these incidents and new guidance for staff to follow. Good understanding and management of risk help to keep children safe.

During times when children have been missing from care, the manager calls for strategy meetings and gathers the wider professional network together to support the children's safety. Children are offered the opportunity to meet with an independent person following episodes when they go missing from care.

Staff understand how to manage children's behaviour effectively and can successfully de-escalate challenging situations. As a result, positive relationships develop, and incidents have reduced. Physical intervention is sometimes used by staff to keep children safe. However, incident reports do not always set out clearly what steps staff have taken to avoid the need for physical intervention.

Staff support children through direct work. Children engage in discussions with staff regarding events in the home. These include when children have become involved in an altercation together. Staff encourage children to consider alternative strategies to manage their emotions. Because of this, children learn from their experiences and how to resolve conflicts positively.

The effectiveness of leaders and managers

A permanent, suitably experienced and qualified registered manager manages the home.

The five requirements made at the last inspection have been met. The manager uses a monthly auditing tool that enables her to maintain effective oversight of the service. This provides the manager with a good understanding of the strengths and weaknesses of the home.

The core staff team receives training that meets the children's individual needs. Half of the team holds the required level 3 diploma in the residential care of children. Plans are in place for the remaining members of the team to be enrolled following successful probationary periods.

Children know how to raise concerns. When they do, the manager takes these seriously. The manager follows the correct process and keeps children up to date with what is happening. Children receive outcomes in a timely manner. As a result, the children feel listened to, and their welfare is promoted.

The manager and staff develop positive relationships with children's family members and professionals. One social worker said, 'Communication is great and [name of

manager] informs me of everything. They are probably the best home that I work with.' This collaborative approach results in the child receiving good-quality and coordinated care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2022	Full	Requires improvement to be good
23/03/2022	Full	Requires improvement to be good
24/10/2019	Interim	Declined in effectiveness
12/09/2019	Full	Good

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

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, ensure that restraint incident records contain all relevant information. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Children's home details

Unique reference number: 1251947

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

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

Responsible individual: Emma Smith

Registered manager: Lucy Fragnoli

Inspector

Kev Brammer, Social Care Inspector

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