

1278421

Registered provider: DMR Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to four children aged between 11 and 17 years who may have had adverse childhood experiences.

The manager has been in day-to-day charge since September 2022. He has withdrawn his application to register with Ofsted.

Inspection date: 7 August 2023

This monitoring visit

On 25 and 26 July 2023, Ofsted carried out a full inspection of the children's home. Serious and widespread concerns were identified in safeguarding practice and in the leadership and management of the home. The home was judged inadequate for a second time. The steps in the compliance notice in relation to regulation 12 had not been met. The compliance notice in relation to regulation 12 was reissued. Two additional compliance notices in relation to regulation 10 and regulation 13 were also issued. The restriction of accommodation already in place, was reissued for a second time.

The purpose of this visit was to review compliance with the steps in the compliance notices issued and ensure that the restriction notice had been adhered to. No other requirements or recommendations were reviewed at this inspection.

At the previous inspection, there were significant concerns in respect of safeguarding practice. Managers and staff were not taking action to keep children safe. Managers had taken some action to improve missing-from-care protocols and ensure that safety plans are in place for children who express suicidal thoughts or present with

behaviour that may place them at risk of harm. The plans for one child, who was playing computer games that were not age-appropriate, have been reviewed with the social worker.

However, during this visit, inspectors found that managers have continued to fail to keep children safe. One child, with risks of self-harm, had smashed her bedroom window. Managers did not take any action to repair the window or ensure that the child did not have access to broken glass while waiting for it to be repaired. On the day of this inspection, inspectors also found that dangerous tools that were being used for maintenance work were left accessible to children. The inability of managers and staff to understand their roles and responsibilities in safeguarding children, continues to place children at risk of harm.

Risk management plans continue to be weak. Staff are not provided with sufficient guidance that helps them to keep children safe. Plans are vague, confusing and include information that staff cannot put into practice. In addition, when incidents occur, staff do not always use their professional curiosity to ensure that all risks are fully understood and explored, so that this can inform safety planning.

The management oversight of the home is poor. The manager is using audit tools and monitoring systems that are ineffective, and there is not a clear action plan in place to address the failure to improve. There is no evidence of the manager's oversight of incidents that occur in the home and, as a result, shortfalls in practice continue to remain unaddressed.

There has been some action taken to review staff training. The manager has completed an audit and implemented action plans to ensure that staff complete the required training. He is reviewing this weekly.

During the previous inspection, it was identified that one child's health needs had been neglected. Managers and staff have taken action to ensure that the child's health needs are met. The child has attended a follow-up appointment with medical professionals in relation to an injury he sustained.

At this inspection, it was found that managers had failed to meet the actions in the compliance notices in respect of regulation 12 and regulation 13 of the Children's Homes (England) Regulations 2015. This continues to demonstrate that managers are unable to make the required changes to improve children's safety and experiences.

Since the inspection was completed, the provider has submitted an application to cancel their registration. This has been accepted by Ofsted. Ofsted will continue to monitor the home closely during the four-week period leading to the closure of the home. As a result, Ofsted have not reissued the compliance in respect of regulation 12 and 13 of the Children's Homes (England) Regulations 2015. The restriction of accommodation remains in place until the home is closed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2023	Full	Inadequate
05/05/2023	Full	Inadequate
09/08/2022	Full	Requires improvement to be good
14/06/2022	Full	Inadequate

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 with the given timescales.

Requirement	Due date
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 the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)) In particular, ensure that improvements are made to the home environment, repairs are carried out promptly, and children live in a safe environment.	5 September 2023
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—	5 September 2023

meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)) In particular, ensure that staff help children to understand the difference between acceptable and unacceptable behaviour and learn to manage their behaviour more appropriately. This requirement is unmet from the last visit 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 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; 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;	5 September 2023

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)(i)(ii)(iii)(iv)(v)(vi)(b)) In particular, ensure that there are improvements to the safeguarding culture in the home, and staff and managers take action to keep children safe. This requirement is unmet from the last visit and is restated.	
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— 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; ensure that the home's workforce provides continuity of care to 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)(a)(b)(c)(e)(f)(h)) In particular, ensure that the staff team is trained, skilled and experienced to meet the needs of children and keep them safe.	5 September 2023

Additionally, ensure that managers and leaders review monitoring systems to improve the oversight of staff practice and records. This requirement is unmet from the last visit and is restated.	
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) The refers to ensuring that the responsible individual reviews the effectiveness of her oversight of the home. This requirement is unmet from the last visit and is restated.	5 September 2023
A person may only manage a children's home if— having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(b)(i)) The refers to ensuring that the responsible person reviews the current day-to-day management arrangements and that the manager revisits training in relation to safeguarding children. This requirement is unmet from the last visit and is restated.	5 September 2023
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—	5 September 2023

the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (2)(a)(b) (3)(a)(b)(d)) In particular, ensure that agency staff are safely recruited and staff have the experience and skills to meet the needs of the children living in the home and keep them safe. This requirement is unmet from the last visit and is restated.	
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; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter;	5 September 2023

must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b)) In particular, ensure that leaders and managers review the threshold for 'seriousness' in relation to current guidance and ensure that notifications are submitted without delay. This requirement is unmet from the last visit and is restated.	
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5))	5 September 2023

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: 1278421

Provision sub-type: Children's home

Registered provider: DMR Services Ltd

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

Responsible individual: Joanna Mountford

Registered manager: Post vacant

Inspectors

Natasha Skinner, Social Care Inspector
Mrs Sonia Sullivan, Social Care Inspector

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