

1278421

Registered provider: DMR Services Limited

Full inspection

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 who have had adverse childhood experiences that have led to associated trauma and complex needs.

The registered manager holds a level 5 qualification.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020

Inspection dates: 9 and 10 June 2021

Overall experiences and progress of children and young people, taking into account	good
---	-------------

How well children and young people are helped and protected	good
---	------

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 February 2020

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2020	Interim	Declined in effectiveness
25/07/2019	Full	Good
22/01/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Four children are currently living at the home. Since the last inspection, one child has moved into the home.

The home has a stable staff team. This promotes consistent care for the children. The staff are positive about their roles and have worked hard to develop meaningful relationships with the children. Children and staff are affectionate towards each other. This gives children the emotional warmth and reassurance that are important to them.

Staff know children well and are therefore able to provide personalised care to meet their individual needs. One child's social worker informed inspectors that staff are very committed to meeting their child's needs. This contributes to children making progress in many aspects of their lives.

Staff listen to children and seek their views. Staff advocate for children and ensure that their voice is heard. Therefore, some children feel listened to and will talk to staff when they feel worried.

The home has an in-house education officer. She provides good oversight of the education that children receive. The education officer attends all school meetings and plays an active role in the children's education and encourages their progress. This has improved children's motivation and attitude towards their learning.

Staff ensure that children's health needs are met. Staff understand children's additional health needs and support them to attend specialist appointments. This ensures that children receive the help and support that they need.

Children are involved in various activities, for example trips to theme parks and visits to the local park. Staff support children to develop their interests. One child is a member of the sea cadets, and another child enjoys playing football and is now part of a local football team. These experiences provide children with a sense of achievement and enjoyment.

The home is spacious and there are areas of the home which are decorated to a satisfactory standard. However, some children's bedrooms and bathrooms need improvement. For example, one bedroom has a broken wardrobe, and another has a broken blind. This does not encourage children to invest in their home environment.

How well children and young people are helped and protected: good

Staff work hard to keep children safe. They have good safeguarding knowledge and follow child protection procedures when safeguarding incidents occur. As a result, risks to children are reduced.

For one child, there has been an increase in incidents of them going missing from care. When they do go missing, staff and the registered manager respond swiftly. They follow joint missing-from-care protocols and ensure that return home interviews are completed. This ensures that the levels of risk are reduced when children go missing.

There have been incidents of bullying between the children. Staff have implemented different strategies to prevent children from harming each other. These have helped children to understand the impact of their behaviours and learn from incidents. This approach has ensured that incidents between the children have reduced.

Staff reward and acknowledge children's positive behaviours. Furthermore, staff are effective in de-escalating negative behaviours. However, some consequences enforced by staff are not always effective and do not support children to recognise the impact of their behaviours on themselves, other children and the staff caring for them.

Physical intervention by staff is used as a last resort to keep children safe. Inspectors found that physical interventions are proportionate and appropriate.

Staff encourage children to take age-appropriate risks, for example having free time away from the home without staff and spending time with peers. This supports children's independence.

Children know how to make a complaint. The manager responds to complaints promptly and ensures that children are involved in this process. This helps children to feel confident and reassured.

The effectiveness of leaders and managers: good

The registered manager has been in post since 2019 and is skilled and experienced. He is supported by a competent deputy manager. The staff team feels supported by the management team. One member of staff said that the managers are very approachable.

Staff have regular supervision sessions and annual appraisals. These are beneficial and support the staff to develop their skills. The registered manager is also well supported by senior managers and receives regular supervision. This supportive culture helps to continually improve the quality of care provided to children.

The registered manager has effective relationships with other professionals. He is committed to partnership working and makes joint decisions to get the best outcomes for children. This collaborative approach means that children's needs are met.

The registered manager gives children the opportunity to provide feedback about the home and the care they receive. The registered manager provides individual

feedback to children's responses. This leaves children feeling that their views are listened to and acted on.

In addition to staff's mandatory training, the registered manager has identified additional training for staff that is tailored to children's specific behaviours and needs. One member of staff informed inspectors that the additional training has helped her to better understand how to support children. Staff's skills and knowledge ensure that they can deal with incidents safely and effectively.

The registered manager has a good monitoring system in place. This means that he has a good understanding of the home's strengths and areas for development. Despite this, some of the children's records are not updated or reflective of their current risks or behaviours. This administrative shortfall has not affected children's care or safety. Furthermore, the registered manager has taken steps to rectify this shortfall.

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 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— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(vii)) This specifically relates to ensuring that children's bedrooms and bathrooms are maintained to an appropriate standard.	11 August 2021
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) This specifically relates to ensuring that children's records are kept up to date.	11 August 2021

Recommendation

- The registered person should ensure that any sanctions used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

Information about this inspection

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

Children's home details

Unique reference number: 1278421

Provision sub-type: Children's home

Registered provider: DMR Services Limited

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

Responsible individual: Sally Neville

Registered manager: Philip Allcock

Inspectors

Lydia Isaac, Social Care Inspector
Paul Robinson, Regulatory Inspection Manager

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

© Crown copyright 2021