

1278421

DMR Services Ltd

Monitoring visit

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 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 He has withdrawn his application to register with Ofsted.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: 14 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.

On 7 August 2023, Ofsted carried out a monitoring visit of the home to review the compliance notices and to ensure that the restriction notice had been adhered to. No other requirements or recommendations were reviewed at this inspection.

Ofsted found that little improvements had been made and found that managers had continued to fail to keep children safe. As a result of this inspection, the provider submitted an application to cancel their registration, which has been accepted by Ofsted.

The purpose of this visit was to review the safety and well-being of children and ensure that the restriction notice had been adhered to. No other requirements or recommendations were reviewed at this inspection.

During previous inspections, there were significant concerns in respect of safeguarding practice. Managers and staff were not keeping children safe. Managers have now taken action to improve systems when children present behaviours that may place them at harm. This has helped children to remain safe.

Improvements have been made to the recording of incidents and significant events. Reports are factual and clear and provide the reader with a clear understanding of events that have happened.

However, managers do not ensure that, following incidents, the actions set by the manager are completed. For example, the manager requested that direct work be completed with one child around internet safety and staying safe on social media forums. This work has not been completed with the child. Furthermore, the manager did not know that the direct work had yet to take place.

Risk management plans continue to be weak. Staff are not provided with sufficient guidance that helps them to keep children safe. Plans are vague and continue to lack sufficient information. For example, the manager informed inspectors that one child can spend time at a friend's house. However, the child's risk management plans contradict this information. Consequently, staff are not provided with up-to-date guidance to keep children safe.

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, The 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 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— 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, the registered person must ensure that staff help children understand the difference between acceptable and unacceptable behaviour and learn to manage their behaviour more appropriately. This requirement was not reviewed at this visit.	5 September 2023
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—	5 September 2023

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; 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)(vii)(b)) In particular the registered person must ensure that there are improvements to the safeguarding culture in the home and all aspects of the compliance notice are met. This requirement was not reviewed during this visit.	
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—	5 September 2023

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 the registered person must ensure that the staff team are trained, skilled and experienced to meet the needs of children and keep them safe. Additionally, the registered person must ensure that managers and leaders review monitoring systems in order to improve oversight of staff practice and records. This requirement was not reviewed during this visit.	
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) This refers to ensuring that the responsible individual reviews the effectiveness of her oversight of the home. This requirement was not reviewed during this visit.	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	5 September 2023

(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) This 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.	
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; 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, the registered person must 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 was not reviewed during this visit.	5 September 2023
The registered person must notify HMCI and each other relevant person without delay if—	5 September 2023

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; 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 the registered person must 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 was not reviewed during this visit.	
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;	5 September 2023

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, the registered person must ensure that improvements are made to the home environment, repairs are carried out promptly and children live in a safe environment. This requirement was not reviewed during this visit.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being;	5 September 2023

that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(c)) In particular, the registered person must ensure that children are provided with medical intervention when this is required. In addition, that any medical appointments are attended without delay. This requirement was not reviewed during this visit.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. 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)) This requirement was not reviewed during this visit.	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: DMR Services Ltd, 102 Queslett Road, Streetley, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Joanna Mountford

Registered manager: Post vacant

Inspectors

Kev Brammer, Social Care Inspector
Jessica Forshaw, Social Care Inspector

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