

1278421

Registered provider: DMR Services Limited

Full inspection

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

The registered manager holds a level 5 qualification.

Inspection dates: 14 and 15 June 2022

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children are not protected or their welfare is not promoted or safeguarded and the care and experiences of children are poor and they are not making progress.

Date of last inspection: 9 June 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/06/2021	Full	Good
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: inadequate

The inadequate leadership and management in this home has compromised children's safety and has had a negative impact on children's experiences and progress.

The physical environment of the home is poorly maintained, dirty and in a poor state. Children's bedrooms have mould on the window frames and ledges, there are stains on the carpets and there are marks and damage to the walls. One child has their own fridge in their bedroom. The fridge was in an unhygienic state with food stuck to the bottom of it, which had created an unpleasant smell. Another child's bedroom had a broken chest of drawers and there were clothes and other items scattered on the floor. The condition of the home environment does not help children to feel valued.

Children's bathrooms had mould and mildew in and around the shower basins. Bathroom walls and floors were dirty and stained. One child's toilet had not been cleaned for a prolonged period. In addition, one child's bathroom had holes in the wall that had not been noted by the manager or reported to the maintenance team. As a result, children do not have access to suitable bathroom facilities to attend to their personal hygiene.

The dining room was dirty and unsuitable for children to have their meals. The living areas were bare and not personalised, which does not provide children with a pleasant and welcoming space to spend time.

Children's health needs are not being consistently met by staff in the home. For example, staff had failed to update and act on guidance with regard to one child's oral health. This meant that a child did not receive the appropriate support required.

Despite the shortfalls identified, children enjoy a variety of different hobbies and activities. Staff encourage them to engage in different groups and sporting activities and this is helping them to develop their social skills. As a result, some children say that they like living at the home and that they get on well with the staff. Other children are less positive and say that they do not like living there.

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

Staff are not consistent in their approach to supporting children. This means that staff are not able to calm children when they are anxious or upset and in some instances staff's actions result in children's behaviours escalating. As a result of this, there has been an increase in physical interventions for children. When physical interventions are used, children and staff do not always receive debriefs. This means that opportunities to reflect on such incidents are missed. Furthermore, the

registered manager's oversight of the physical intervention is poor and he does not identify learning to minimise the likelihood of the incidents from reoccurring.

Staff have been unsuccessful in managing children's inappropriate racial language. This is because the staff do not consistently challenge these discriminatory behaviours. Furthermore, when children are spoken to, this is not successful in changing children's understanding of why such behaviour is inappropriate.

The registered manager's oversight of safeguarding arrangements to protect children is ineffective. When incidents occur, staff do not make a clear or detailed record of what happened. The manager has not identified or addressed this shortfall in staff practice. Furthermore, the poor quality of staff recording reduces the manager's ability to assess staff's actions and to make improvements.

The registered manager does not complete required investigations when allegations are made. This has the potential to expose children to harm. Furthermore, actions agreed by the local area designated officer have not been undertaken by the registered manager. This means that appropriate safeguarding measures are not always put in place to protect children.

Staff understand the children's risks and vulnerabilities. Risk assessments are reviewed and updated when new risks emerge. The assessments provide staff with strategies and expectations of how to manage risks.

The effectiveness of leaders and managers: inadequate

The registered manager's oversight of the home has been poor. A requirement in relation to the home environment was raised at the full inspection in June 2021. Despite this, there has been a further decline in the home environment. Senior managers, including the responsible individual, had not assured themselves that this requirement had been addressed. This lack of action has had a detrimental impact on children's experiences of living in the home.

The registered manager's monitoring systems do not enable him to understand the shortfalls in how children are cared for and safeguarded. As a result, at the time of the inspection the registered manager and responsible individual did not have a good enough understanding of the home's strengths or areas for improvement. However, in response to the inspection, some initial action was taken to make improvements.

A quality of care review has not been undertaken by the registered manager in the required timescales. This has compounded the registered manager's poor insights into the care being provided to children.

The registered manager has not ensured that children's placement plans contain up-to-date information relating to children's individual care. For example, three of the children's care plans have changed; however, this is not reflected in their placement plans. Essential local authority documents are missing from the children's files. This

means that staff are not provided with guidance to ensure that they can provide care that meets children's needs.

Despite the shortfalls identified during the inspection, children's social workers provided a positive assessment of the care provided to children and raised no concerns about being able to work in partnership with the registered manager and staff.

The home has a full staff team whose members are experienced and appropriately trained. Staff say that they are well supported by the registered manager and deputy manager.

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— 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)(ii)) The specifically relates to the home being appropriately decorated, maintained and clean.	7 August 2022
*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. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a)(b) (2)(i))	7 August 2022

This specifically relates to children's health needs being met.	
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— manage relationships between children to prevent them from harming each other. (Regulation 12 (1) (2)(a)(iv)) This specifically relates to staff undertaking work with children around racism.	7 August 2022
*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; 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)(f)(h))	7 August 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to—	7 August 2022

manage and review the placement of each child in the home; and that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(b)(ii)(d)) This specifically relates to children having up-to-date plans that are reflective of their needs.	
The registered person must ensure that— within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(c)) This specifically relates to the registered person ensuring that debriefs are carried out with children and that these are recorded.	7 August 2022
The registered manager 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. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. (Regulation 45 (1) (2)(a)(3) (4)(a)(b))	7 August 2022

* These requirements are subject to a compliance notice.

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: 102 Queslett Road, Streetley, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Sally Neville

Registered manager: Philip Allcock

Inspector

Lydia Isaac, Social Care Inspector

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