

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 who may have had adverse childhood experiences.

The registered manager left in September 2022, and a new manager has been in day-to-day charge since. He has not applied to register. He is currently the registered manager for another of the organisation's children's homes and is overseeing both homes.

Inspection date: 20 June 2023

This monitoring visit

This children's home was judged inadequate at the full inspection on 2,3 and 5 May 2023. During this visit, serious safeguarding concerns were identified that had not been shared with the relevant agencies. As a result, Ofsted issued a notice restricting accommodation at the home and a compliance notice under regulation 12, the protection of children standard. Leaders and managers liaised with local authorities to make sure that safety plans were in place to ensure children's immediate safety over the bank holiday weekend.

A monitoring visit took place on 9 May to ensure that all key lines of enquiry from the full inspection had been fully reviewed. During the visit, it was found that there were no further shortfalls and that the plans in place to ensure children's immediate safety were sufficient.

The purpose of this visit was to review compliance with the steps in the notices issued and ensure that the restriction notice had been adhered to. No children have moved out of the home and no children have moved in since the last visit.

During the previous inspection, a poor safeguarding culture was identified in the home. Managers have undertaken work in staff meetings to review professional boundaries and improve report writing. However, this work has had a limited impact,

as observation of staff practice and discussion with staff evidenced that they are still not clear on the boundaries surrounding their personal mobile phones and do not always follow directives and guidance from managers and leaders.

At the previous inspection, there had been a shortfall in managers not following safeguarding procedures. During this visit, inspectors found that following a child making an allegation after a restraint, managers did not follow safeguarding procedures to report the allegation to the local authority designated officer (LADO). This is despite it being written in the child's risk assessment that this would happen after any allegation. It is not clear if the child suffered harm in the restraint as managers have differing views on this. The responsible individual told inspectors that the allegation was not reported to the LADO as the child retracted the allegation, which is not evident in the records.

During the last inspection, there were concerns that staff could not manage the dynamic between two children. Managers and staff have implemented a plan to engage both children in activities to reduce the opportunity they have to engage in challenging behaviour together. There has also been an increase in staffing to increase the supervision of the children. While this has had some impact on the frequency of incidents, staff have still, at times, struggled to manage the behaviours of the children when they are together. The continuing inability of staff to carefully and effectively manage the dynamics between the two children is impacting on their own welfare and safety and that of other children and staff in the home and others in the community.

Staff have now had internet safety training. Managers have updated the parental control system for children who use mobile phones. Phone checks for children when there are concerns about their phone use are taking place on a more regular basis. However, when concerns are identified during these checks, the actions that have been taken in response are not always clearly recorded.

Direct work with children has improved, and staff are talking more regularly to children about risks. However, there is limited work completed with children to educate them about internet safety and to help them develop the skills to keep themselves safe online.

At this visit, inspectors found requirements from the last inspection had not been met, and further shortfalls were identified. For example, care staff have not had formal supervision. The manager has failed to submit a quality of care report to Ofsted within the regulatory timescales and has failed to notify Ofsted of serious incidents. The manager told inspectors that this was because he had not had time. The responsible individual was not aware that Ofsted had not been notified until this monitoring visit.

The current manager has been in day-to-day charge since September 2022. He is also the registered manager for another setting, which reduces his capacity to maintain day-to-day oversight of this home. At the time of the full inspection, the

manager intended to apply for registration for dual registration of both homes. However, following the inadequate judgement, leaders have decided that it is not appropriate for a dual home manager to be in charge due to the level of concerns and oversight required. Leaders intend for the current manager to resign his current registration and apply for registration of this home. At the time of this monitoring visit on 20 June 2023, the manager remained in charge of both homes. This is because the provider has been unable to recruit a manager for the other setting. The current management arrangements are not effective in ensuring that children are safely cared for.

A requirement was made at the full inspection in relation to the responsible individual revisiting training on safeguarding children. The responsible individual has not revisited any training since the last visit, nor have they sought an opportunity to undertake continuing professional development in order to meet the requirement.

Since the last inspection, managers have reviewed the practice for safer recruitment and returned to staff files to ensure that any gaps are reviewed. As a result, the requirement relating to this shortfall identified at the previous inspection has been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2023	Full	Inadequate
09/08/2022	Full	Requires improvement to be good
14/06/2022	Full	Inadequate
09/06/2021	Full	Good

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, staff should help children understand the difference between acceptable and unacceptable behaviour and learn to manage their behaviour more appropriately. This requirement was made at the last inspection and is restated.	23 July 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— that staff—	23 July 2023

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)(b)) In particular, ensure that there are improvements to the safeguarding culture in the home and that all aspects of the compliance notice are met. This requirement was made at the last inspection 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—	23 July 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, ensure that the staff team is trained, skilled and experienced to meet the needs of children and keep them safe. Additionally, ensure that managers and leaders review monitoring systems to improve oversight of staff practice and records. This requirement was made at the last inspection 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)) In particular, ensure that the responsible individual revisits training in relation to safeguarding children.	23 July 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—	23 July 2023

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 was made at the last inspection 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. (Regulation 32 (2)(a)(b) (3)(a)(b)) In particular, ensure that staff have the experience and skills to meet the needs of the children living in the home and keep them safe. This requirement was made at the last inspection and is restated.	23 July 2023
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and	23 July 2023

have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) This requirement was made at the last inspection 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; 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 the manager review the threshold for 'seriousness' in relation to current guidance and ensure that notifications are submitted without delay.	23 July 2023

This requirement was made at the last inspection and is restated.	
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*These requirements are subject of a compliance notice.

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 Limited

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

Responsible individual: Joanna Mountford

Registered manager: Post vacant

Inspectors

Natasha Skinner, Social Care Inspector
Jessica Forshaw, Regulatory Inspection Manager

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