

1278421

DMR Services Limited

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 that have led to associated trauma and complex needs.

The home does not have a registered manager. A new manager has recently been appointed but has not yet applied to Ofsted to be registered.

Inspection date: 30 November 2022

This monitoring visit

This monitoring visit took place to monitor the action taken by leaders and managers in response to a compliance notice served on 19 October 2022. The compliance notice was served in relation to regulation 13, leadership and management.

Three children remain living in the home. No children have moved in or out since the last inspection.

The manager has implemented new risk assessments and care plans to provide staff with guidance to support and care for children. These are updated regularly and contain accurate information about children's needs. This helps staff to be effective in meeting children's needs.

All staff have completed training in relation to safeguarding and how to manage complaints and allegations. The manager has explored the effectiveness of the training by completing questionnaires with staff to test their knowledge and learning. The manager has reviewed each staff's training and skills through supervision, and set targets for specific training to be completed. Staff have not yet completed training to improve their knowledge in radicalisation and extremism. Although this training is required, the absence of this training has not been detrimental for the care provided to the children.

Overall, the manager's monitoring and review systems are effective. He reviews each incident and considers any learning. This ensures that any shortfalls in staff practice are reviewed and improved. However, on one occasion, the manager did not review a physical intervention in the required time scales due to being on annual leave. On his return, this was reviewed and appropriate action was taken to address the shortfalls that he identified with staff practice. Arrangements to review incidents in the home when the manager is not available have now been considered.

The arrangements for the responsible individual are still being reviewed. Currently, the responsible individual has limited involvement in the oversight of the home.

Due to the progress made since Ofsted's last visit, the compliance notice under regulation 13 is met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2022	Full	Requires improvement to be good
14/06/2022	Full	Inadequate
09/06/2021	Full	Good
11/02/2020	Interim	Declined in effectiveness

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
A responsible individual must— have the capacity, experience and skills to supervise the management of the home. (Regulation 26 (7)(b)) This specifically relates to the nominated responsible individual having oversight of the home and actively supporting the improvements required.	19 January 2023

Recommendations

- The registered person should ensure that staff can access appropriate resources to support their training needs, including developing staff's understanding of radicalisation and extremism. ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 10.11, page 53)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny within the required time frames. ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 9.36, page 46)

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: Sally Neville

Registered manager: Post vacant

Inspector

Lisa O'Donovan, Social Care Inspector

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