

2484435

Registered provider: Hazelmont Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides care and accommodation for up to three children who have experienced childhood instability, resulting in trauma and associated complex behaviours.

There is a manager in post. Her application to become the registered manager has been submitted and is being processed by Ofsted.

Inspection dates: 11 to 12 June 2019

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: This is the first inspection following registration.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

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
In meeting the quality standards, the registered person must, and must ensure that staff if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))	16/08/2019
The registered person may only use devices for the monitoring or surveillance of children if the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children, and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(d))	26/07/2019
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))	26/07/2019
The registered person must ensure that all employees undertake appropriate continuing professional development and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a))	16/08/2019
The registered person must ensure that within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii))	16/08/2019
The registered person must notify HMCI and each other relevant person without delay if an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	26/07/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Children's self-belief and confidence improve because of the care that they receive from staff. Consequently, they make progress socially and emotionally. Strong therapeutic support and an understanding of attachment theory underpin staff practice.

Staff make sure that children's views are central to the formulation of their care plans and risk assessments. Staff work closely with children to help them to understand their specific targets and the support available to enable them to achieve them. This integrated approach to meeting children's needs means that children make good progress.

Staff take pride in, and celebrate, children's achievements. Children's self-esteem improves as a result. Children are encouraged to pursue their interests. The manager promotes events at the home, such as talent shows and a raffle, to raise awareness of autistic spectrum disorder. These events help children to celebrate each other's skills and develop an understanding of tolerance, equality and diversity.

Staff are proactive in encouraging children to attend school. The manager has formed good links with teaching staff, and this supports children's learning.

The home is very well maintained. This creates a warm, welcoming and comfortable environment for children. Children are encouraged to personalise the home. One child has been involved in creating a 'fairy garden' and growing vegetables with staff.

Staff are creative about how to gain children's views. This includes using personalised key work sessions and arts and craft activities. Each child receives personal written feedback from the manager about any requests that they have made and their achievements in the past month. As a result, children feel that their views are valued, and their achievements celebrated.

Children benefit from spending time with their families when this is appropriate. Staff recognise how important these relationships are to children. Social workers have confidence in the manager and staff to make appropriate arrangements for children to see the people who are important to them.

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

Risk assessments are clear and updated regularly. As a result, staff understand the needs of children and how to support them. When children make progress, this is reflected in their risk assessments, and restrictions or safeguards are reduced. However, the use of bedroom door alarms is not regularly reviewed and means that children are

subject to surveillance which could be more restrictive than necessary.

Managers have an excellent knowledge and understanding of child protection thresholds and referral processes. Safeguarding policies are clear and succinct. This ensures that staff understand their own responsibilities for protecting children. The manager works in partnership with the designated officer for the local authority. This means that any allegations of abuse or harm are quickly investigated. This good practice promotes children's safety.

Staff use consultations with a psychologist to improve their practice and reflect on children's behaviour. As a result of staff providing clear boundaries, children are helped to safely manage their behaviour and feelings and learn about triggers for their behaviour. Positive behaviour is consistently promoted.

Staff know children well, and this helps them to use de-escalation techniques successfully. Despite this good practice, the records of physical interventions are not robust. There are gaps in some records, and it is not always evident that the manager (or another suitable person) has spoken to the user of the physical intervention within 48 hours. This shortfall has not adversely affected children, but it means that there is a lack of accurate information about the use of physical intervention, which could limit learning and reflection.

Inspectors found that a garden gate which is a fire exit was locked. This could have restricted the means of escape in the event of a fire. The manager immediately removed this lock when this was raised with her. Additionally, there have not been any fire drills at night. Although this has had no negative impact on children to this point, this could prevent staff and children from being aware of the procedures to follow should a fire occur at night.

The effectiveness of leaders and managers: good

Leaders and managers have an ambitious shared vision for the home. The new manager started in April 2019. She has submitted her application to become the registered manager and is currently completing her level 5 qualification in leadership and management.

Prior to the appointment of the current manager, the frequency of staff supervision was poor. This meant that staff did not always have the help that they needed to improve their practice. However, since the appointment of the new manager, supervision is effective and provides staff with good support, challenge and direction. Staff reported that they now feel supported and able to deliver safe care to children.

Good training and staff development, including fortnightly consultation with a clinical psychologist, ensure that staff offer high-quality, consistent care. Senior managers are committed to ensuring that they have a well-trained and experienced staff team. They welcome feedback from staff and use this to inform practice and make changes when necessary.

The manager follows children's plans, identifies their needs and ensures that children are provided with personalised care. However, when placing authorities have not provided essential plans and documents, managers have failed to escalate their concerns. This means that important information relating to children is sometimes missing from the records held in the home.

The manager and staff are extremely committed and motivated. Staff are either suitably qualified or working towards gaining the relevant qualification within an acceptable timescale. The manager has good monitoring systems in place that capture children's progress. This allows her to understand the strengths of the home and the areas that require development.

Despite incidents being well managed by managers and staff, managers have not informed Ofsted about all significant events. Although, this has not had detrimental impact on children, it does prevent the regulator from having adequate oversight.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 2484435

Provision sub-type: Children's home

Registered provider: Hazelmont Care Limited

Registered provider address: 1 Derby Road, Eastwood, Nottingham NG16 3PA

Responsible individual: Elizabeth Barrett

Registered manager: Post vacant

Inspectors

Annemarie Parker, social care inspector
Joanna Warburton, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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