

2484435

Registered provider: Hazelmont Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home which was registered in November 2018. 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 registered manager in post.

Inspection date: 31 January 2020

Date of last inspection: 11 June 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness.

At this home's first inspection in June 2019, the inspector raised six requirements. The registered manager has addressed all the identified shortfalls. The registered manager escalated requests to the local authority for missing documentation which is now all in place and ensures that staff work to the identified care plan. The staff no longer lock the side gate, thus allowing children in the back of the house to walk through the garden to the assigned fire point. All staff receive individual supervision which provides an opportunity for personal reflection and development. The registered manager talks to children and staff after each physical intervention. This helps with rebuilding relationships and ensures that the registered manager oversees that the use of the measure was appropriate. The registered manager completes notifications to Ofsted following significant incidents. The inspector monitors notifications to the quality of care to ensure that children living in this home are safe. In addition, the registered manager has reviewed the use of bedroom door alarms. The registered manager consulted with the children living in the home, their parents and social workers and subsequently has removed the door alarms. The children state that they are pleased with this action as it creates a homelier environment.

Staff continue to provide a welcoming home. The home has been redecorated, and children helped to choose wallpaper and furnishings. Children enjoy sitting at the dining room table which has become the heart of the house. Here, in addition to sharing mealtimes together, they engage in craft activities which are displayed around the house. Children watch TV together in the lounge and go into one of the smaller rooms if they want individual quiet time.

Staff are very nurturing towards children who build trust in them. A social worker told the inspector that her child is comfortable with staff and she sees this as her home. Staff encourage children to work through their difficulties and, as a result, children living in this home are making progress, showing increased self-esteem and confidence as well as improved social skills.

When a child moved into the home, the registered manager challenged the placing authority to consider an introduction plan which would meet the needs of both children. The child visited the home for tea and stayed overnight before stating to staff that he was now ready to move in. The key worker for the child already living in this home prepared her for the new child moving in and she helped to welcome him. Because of this preparation, the transition has been a positive experience for both children.

The registered manager continues to work with a range of agencies to support the children living in this home. The designated officer for the local authority has delivered training to help staff understand their role in keeping children safe. Staff

report that specific scenarios used in the training have helped to develop their safe-care practice. The registered manager advocates for children to receive education which meets their learning, social and emotional needs. As a result, one child has a new and more appropriate school placement. Children have their physical and emotional health needs met. The registered manager ensures that children benefit from internal support provided by a clinical psychologist as well as access to specialist support provided from the children's hospital. The registered manager has developed good relationships with the local PCSO and neighbours. The registered manager promotes partnership working which helps children to feel supported, safe, and part of the local community.

Children living in this home do not go missing. Staff seldom intervene with physical intervention to keep children or others safe. When they do, the registered manager completes debriefs of the incident with the child and staff members. This shows that staff manage behaviour in the least restrictive way to keep children safe.

There has been one occasion when staff did not respond as effectively as they could have to manage a child who was displaying escalated behaviour. Although the registered manager had discussed triggers and strategies to de-escalate behaviour within a team meeting, she had not updated the risk assessment and behaviour management plan. Staff did not identify the risks sufficiently at the time of the incident and, as a result, a child placed herself at risk of harm. The provider has responded appropriately to this incident. The leaders have implemented an action plan which addresses shortfalls in staff practice and the management of risk. The registered manager has updated risk assessments which provide staff with clear guidance about how to manage behaviour and reduce risk. The inspector saw evidence of further training which all staff have received, giving them additional practical skills to de-escalate specific behaviours shown by this child. Despite this incident, the child continues to make good progress and demonstrates that she is happy living in this home.

Overall, children continue to benefit from good-quality care provided by a consistent core staff team. Staff nurture the children which helps to increase their self-esteem. Staff advocate, for example, to establish family visits around Christmas. This helped to improve one child's investment in the home. Staff know the children well and work together to maintain boundaries for them. When children challenge, for example by wanting increased TV time, staff are creative in diverting and occupying children. This helps children to participate in social time together, which can involve playing a game or doing craft activities in the home, or going out together trampolining which they enjoy.

Staff help children living in this home to develop good social awareness. One child, on hearing about the work of the Little Princess Trust which creates wigs for children with cancer, has donated her hair to help others. The children have also participated in sponsored bike rides for charity, park runs and completed a project on foodbanks to which the children donated before Christmas. This helps children to engage with others and increases their awareness of diversity in society.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2019	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, 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 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— 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; 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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12(1)(2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(d))	06/03/2020

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2484435

Provision sub-type: Children's home

Registered provider: Hazelmont Care Limited

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

Responsible individual: Susan Rai

Registered manager: Danielle Gauntlett

Inspector

Joanna Warburton, social care inspector

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