

2495967

Harmony Childcare Residential Homes Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care and accommodation for up to three young people with a variety of complex needs. A private provider operates the home. The registered manager is suitably experienced and is undertaking a level 5 qualification in leadership and management.

Inspection date: 9 August 2019

This monitoring visit

On 1 July 2019, Ofsted undertook a full inspection. Inspectors found that the quality of the service was inadequate and there were concerns about the effectiveness of leadership and management and impact this had on the safety and welfare of young people. Ofsted made seven requirements, three of which were subject to compliance notices. Ofsted undertook this inspection to monitor the provider's adherence to the three compliance notices. The steps taken to address the remainder of the requirements raised at the previous inspection will be reviewed at the next full inspection.

The quality of leadership and management has improved. Staff now implement and follow directions from the registered manager and work better as a team. Managers observe staff practice and this helps to identify and recognise when staff are doing well and when they need additional support. As a result, young people benefit from a healthy working environment where staff work with each other efficiently and effectively.

Managers now appropriately supervise staff and there is better structure to supervision arrangements. It is clear to staff who they are supervised by. These new arrangements ensure that staff are provided with good-quality supervision to receive feedback and reflect on their practice and development.

The manager has improved the training opportunities available to staff. All staff have

now completed mandatory training. As a result, staff are suitably trained, skilled and knowledgeable in their role. The manager has improved the records of staff qualifications and training. Errors have now been amended and updated. This means that there is now a clear record of what training staff have undertaken.

The manager and responsible individual have ensured that they have carried out all the steps set out in schedule 2 of the Children's Homes (England) Regulations 2015 in respect of the safe recruitment of the directors of the organisation. In addition, any gaps in staff's employment histories are explored. Improved and effective monitoring of recruitment practice by managers helps to keep young people safe.

The manager now ensures that all new staff complete a full induction and have a job description. The induction is signed off by the manager once staff have successfully completed it. This ensures that staff are familiar with the home's policies and procedures and understand their roles and responsibilities.

The responsible individual has taken action to review the incident during which staff were not open and transparent about their level of supervision of a young person. As a result of this review, no disciplinary action was taken against staff.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2019	Full	Inadequate

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within 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. (Regulation 11 (a)(b)(c))	31/08/2019
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; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1)(2)(a)(i)(v))	31/08/2019
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d))	06/08/2019
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1)(a)(b)(c) Schedule 4 (5))	31/08/2019

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: 2495967

Provision sub-type: Children's home

Registered provider: Harmony Childcare Residential Homes Ltd

Registered provider address: 9 Elstree Close, Shrewsbury, Shropshire SY3 9QF

Responsible individual: Nusrat Janjua

Registered manager: Sarah Brewer

Inspector

Michelle Spruce, social care inspector

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