

2495967

Registered provider: Harmony Childcare Residential Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and is registered to provide care for up to three children with social and emotional difficulties.

A manager has been appointed and has been in day-to-day charge since the monitoring visit on 16 and 17 February 2023. He has not yet submitted an application to register with Ofsted.

Inspection date: 13 April 2023

This monitoring visit

On 16 and 17 February 2023, a monitoring visit was undertaken to investigate information received that raised concerns about safeguarding practice and the leadership and management of the home. The inspector identified serious and widespread concerns. As a result, a notice restricting accommodation was issued. In addition, six requirements and two recommendations were made.

On 16 March 2023, a monitoring visit was undertaken to examine the progress made. As a result of that visit, four requirements were restated, and one additional recommendation was made. The restriction of accommodation remained.

On 31 March 2023, the provider invited Ofsted to reconsider the restriction of accommodation.

On this visit, the inspector examined the progress made by managers and staff in meeting the requirements made at the last visit and their readiness to safely welcome new children to the home.

One child has moved on from the home since the last visit, and one child remains living in the home. During this visit, the child's emotional well-being was a concern. Action has not been taken by managers and staff to consider the child's emotional well-being in the context of her previous and current experiences. This leaves the child vulnerable.

Several meetings were reported to have taken place with the child's social worker since the last inspection. The responsible individual could not find any records of these meetings. This means that it was not possible to determine the agreements reached in these meetings and the actions taken to support the child as a result. An audit undertaken by the responsible individual determined that changes in the recording systems were compromising effective oversight because paperwork was confusing and chaotic. A new electronic system is now in place. It is hoped that this will improve the quality of records and oversight of care planning moving forward, but its effectiveness has yet to be fully tested.

At this visit, staff reported significant improvements in the dynamics within the team. The manager and responsible individual have worked hard to implement team-building days to support staff relationships and address the conflict that existed between staff in the home. This work has helped to develop staff's understanding of each other and of their roles and responsibilities in the home. Improved working relationships between staff support a more consistent approach with the child.

There has been one safeguarding incident since the last inspection. This relates to online safety. Managers and staff have followed internal safeguarding procedures to address risk and explore this with the child. Staff used their professional curiosity to explore areas of concern, and this has helped them to keep the child safer.

The manager has not ensured that risk assessments in relation to online safety have been updated and contain the most relevant information. The language used is vague and could cause confusion about what is expected of staff. Because staff have a good knowledge of the child and understand the systems in place to keep her safe, this has not compromised her safety.

The responsible individual has taken steps to review safer recruitment processes. This has resulted in new systems being implemented to increase scrutiny before new staff begin to work in the home. No new staff have been recruited since the last inspection, so the effectiveness of these new systems cannot be tested at this time.

Managers do not respond to independent scrutiny and take action when concerns about children's experiences are highlighted. For example, when concerns were raised about the suspected neglect of a child's health needs, along with other concerns about staff practice, these concerns were not followed up promptly by managers. This compromises children's well-being and does not ensure that changes are made to improve experiences for children.

Managers' monitoring and oversight remain a concern. There continue to be gaps in the manager's monitoring of the home, and as a result, concerns identified in this visit have been overlooked.

At the last two inspections, shortfalls were raised because the home was not delivering care in line with the ethos of the home and its statement of purpose. This

was because the statement of purpose states that staff receive training to help them deliver therapeutic care to children. However, this training has not taken place. Managers agreed that the statement of purpose needed to be amended to reflect this. However, this had still not been completed. The responsible individual dealt with this issue during this visit. This is a further example of how shortfalls are not addressed in a timely manner.

As a result of this visit, requirements in relation to regulation 13 have been restated. This is the third consecutive inspection where this requirement has not been met. One new requirement has been raised in relation to regulation 10. The notice restricting accommodation remains in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2022	Full	Good
30/08/2022	Full	Inadequate
08/09/2021	Full	Outstanding
02/10/2019	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 with the given timescales.

Requirement	Due date
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— 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; and 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)(f)(h)) The provider must ensure that they review, implement and make use of monitoring and review systems to ensure that shortfalls are identified and rectified. The provider must ensure that managers understand the quality of care provided to children and take action to identify and address shortfalls promptly. The provider must review the effectiveness of management oversight of the home. This should include an action plan to address any shortfalls and/or learning that is identified. This requirement was raised at the last inspection and is restated.	8 May 2023
The health and well-being standard is that—	8 May 2023

the health and well-being needs of children are met;(children receive advice, services and support in relation to their health and well-being; and

children are helped to lead healthy lifestyles.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff help each child to—

achieve the health and well-being outcomes that are recorded in the child's relevant plans;

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and

understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv))

The provider must ensure that children's health needs are understood and responded to. In addition, the provider must ensure that staff educate children to understand and respond to their health needs.

Recommendation

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. The home should take account of the information provided by such interviews when assessing risks and putting arrangements in place to protect each child. This recommendation was raised at the monitoring visit on 16 March and will be reviewed at the next inspection. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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 Limited

Registered provider address: c/o Easyflow Ltd, 38e Vanguard Way, Battlefield Enterprise Park, Shrewsbury SY1 3TG

Responsible individual: Lyndsay Miller

Registered manager: Post vacant

Inspector

Natasha Skinner, Social Care Inspector

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