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2495967

Registered provider: Harmony Childcare Residential Homes 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 and is registered to provide care for up to three children with social and emotional difficulties.

A new manager was appointed in July 2022. She holds a level 5 diploma in leadership and management for children's residential care and has applied to register with Ofsted. A new responsible individual started in post in August 2022.

Inspection date: 13 October 2022

This monitoring visit

This children's home was judged inadequate at the full inspection on 30 and 31 August 2022. As a result of the concerns identified at the full inspection, a compliance notice was issued, in relation to regulation 12 of the Children's Homes (England) Regulations 2015. Nine requirements and a recommendation were also raised.

This visit examined the progress made by managers and staff in meeting the compliance notice. The inspector found that the compliance notice had been met. Three requirements and a recommendation have been restated because the end dates have not yet passed.

Leaders and managers have carried out considerable work to address the shortfalls raised at the last inspection. The home is welcoming, warm and homely. Maintenance issues have been addressed and plans are in place to refurbish areas of the home.

There has been a focus on building positive relationships with children. To support this, staff and children have participated in training and education around bullying and building positive relationships. Managers recognise the impact on children of shortfalls in this area and have worked hard to repair and rebuild trusting relationships. This helps children to feel safe and valued.

Children's safety is no longer compromised. Leaders and managers have carried out a robust review of one child's safety plan. This has been undertaken in partnership with safeguarding agencies. As a result, the child and staff caring for her have a clear understanding of how risk is being managed. Managers have created a visual location risk assessment for when the child spends time in the community. Increased professional curiosity and effective safety planning are reducing risk to the child.

Managers have reviewed the quality of information contained in children's risk assessments. Overall, these documents provide clear guidance for staff on how to manage risk to children. This includes a more informed approach to safeguarding children who use the internet. However, the language used in one child's risk assessment was open to interpretation and could compromise consistent safeguarding practice.

One child's missing-from-home incidents have significantly reduced. There has been one incident of them going missing since the last inspection. When the child went missing, managers and staff responded proactively and worked collaboratively with safeguarding agencies. Managers and staff have built positive working relationships with the child's friends and family. This assisted in being able to locate the child and ensure that she returned home safely.

Since the last inspection, staff have received further safeguarding training. They have also benefited from a development day and focused coaching in team meetings to embed their understanding and learning. This has helped to increase staff skills and knowledge. However, shortfalls remain in the quality of information recorded by staff. Although there are plans in place to address this, these have not been implemented.

Leaders and managers have developed an array of monitoring tools to support oversight of the care provided to children. This includes action plans, a monitoring form and other tools to support the manager to review children's care and progress. Although these tools have been developed, they are not yet being used in practice. The effectiveness and impact of this new practice will be considered at the next inspection.

There have been some changes to the staff team since the last inspection. However, all remaining staff have received practice-related supervision and the manager is in the process of ensuring that all staff have an annual appraisal. During the visit, staff told the inspector that they like working in the home and that the atmosphere in the home has improved.

Managers have updated the statement of purpose to ensure that it meets regulatory requirements. In addition, they have also ensured that they have notified Ofsted of all serious incidents. In recognition of poor external quality assurance prior to the last inspection, managers have appointed a new independent visitor. The effectiveness of this change will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/08/2022	Full	Inadequate
08/09/2021	Full	Outstanding
02/10/2019	Full	Good
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(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 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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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; 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)) In particular, ensure that newly devised systems are implemented effectively.	30 October 2022
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	30 October 2022
The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and	30 October 2022

the conduct of the home promotes children's well-being.

The independent person must provide a copy of the independent person's report to—

HMCI. (Regulation 44 (4)(a)(b) (7)(a))

Specifically, that the report details any safeguarding concerns relating to children and the actions taken to reduce these, and that the report is forwarded to Ofsted without unnecessary delay.

Recommendation

- The registered person should maintain good employment practice. They must ensure that the recruitment of staff safeguards children and minimises potential risks to them. In particular, they must ensure that full schedule 2 checks are undertaken. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 38E Vanguard Way, Battlefield Enterprise Park,
Shrewsbury, Shropshire SY1 3TG

Responsible individual: Lyndsay Miller

Registered manager: Post vacant

Inspector

Natasha Skinner, Social Care Inspector

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