

2503076

Registered provider: Hygge Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A small private provider owns this home, which Ofsted registered in February 2019. The home provides care for up to three children aged five to 12 years on admission, whose adverse childhood experiences and trauma can lead them to exhibit complex behaviours. The home's purpose is to work therapeutically with children over a period of 12 to 18 months to prepare them for a planned transition to family care.

The home has been without a registered manager since September 2020.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 5 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 26 and 27 January 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 25 February 2020

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection:

Three compliance notices, under regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 35, the behaviour management policies and records standard, were issued in August 2020 following a monitoring visit to the home. The compliance notices were deemed to have been met at an assurance visit to the home on 5 and 6 October 2021.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2020	Interim	Declined in effectiveness
22/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

During this inspection, the inspector identified significant shortfalls in the leadership and management of the home. For example, the home has been without a registered manager since September 2020. This means that the monitoring and oversight of the home has failed to identify several shortfalls that have the potential to impact on children's progress and day-to-day experiences in the home.

Despite some of the shortfalls identified, some children make progress. This is because staff provide individualised care to children, which helps them to develop. For example, staff have supported one child to successfully return to foster care. Furthermore, another child's communication skills have improved since moving into the home. This means that children make progress and develop their confidence.

Since the last inspection, three children have moved into the home and two children have left the home. Staff have supported children with these moves effectively and ensured that they are provided with appropriate information. For example, one child's transition plan was created using a panda theme linked to his passion and interests. This child-focused approach means that children benefit from support during important moments in their lives.

Staff support children to maintain relationships with loved ones. Staff also take action to resolve issues which prevent children from seeing people close to them. For example, when one child encountered a delay in seeing their family, staff researched appropriate places in the local area for them to safely meet up. This demonstrates that staff recognise the importance for children in sharing and maintaining positive relationships with family and friends.

Children take part in a range of activities relevant to their individual interests. One child proudly showed the inspector an item she had created at Girl Guides. The child also attends art and science sessions after school, and said how much she also enjoyed attending street dance and local youth clubs. As a result of such activities, children grow in confidence and improve their social skills.

Staff ensure that children attend school and engage with their learning. Staff communicate effectively with education professionals and ensure that children complete their homework. This means that children settle and make progress with their education.

Overall, the home is suitably furnished to meet the needs of children. It is homely and areas of the home contain children's toys and personal items. This helps to create an environment where children feel at ease and welcome. However, some areas of the home require maintenance and repair work.

How well children and young people are helped and protected: requires improvement to be good

Staff are not safely vetted prior to working in the home. The manager has failed to consistently verify the reasons staff have left previous employment involving work with children. In addition, staff have not provided a full employment history and the manager has failed to identify or follow up on this. This means that children are cared for by staff who have not had the required checks to work with children.

The manager has reviewed the home's location risk assessment. This has not fully assessed the risks of the location and the mitigation of risk is not sufficiently detailed. For example, risks of child exploitation and known risks posed by local gangs have not been included. Therefore, staff are not informed of the local risks to children and the action they should take to protect them.

Staff use physical restraint as a last resort to keep children safe. Staff ensure that incidents are well recorded and provide a clear overview of the incident. Leaders review incidents and ensure that children and staff are routinely spoken to. Furthermore, staff receive a debrief from the home's clinical psychologist, who provides guidance and raises actions for staff to follow up with children. For example, staff carried out specific work with one child around her identity and body image. This focused work helps staff to support children through difficult times.

Children's risk assessments are regularly reviewed and updated. Staff told the inspector the strategies they use to keep children safe. These strategies are recorded in children's plans. This means that staff have the confidence and guidance to protect children's welfare.

Children rarely go missing from the home. When incidents have occurred, staff have managed these well and followed children's plans. They have also remained in communication with the relevant professionals. Staff have searched areas known to be used by children. This ensures that children have been returned to the home promptly.

Children know how to make a complaint and raise concerns about the home. On one occasion when a child raised a complaint, the manager responded immediately and spoke to the child. This helped to resolve the issues and reassured the child. As a result, children feel that they are listened to and can express their feelings.

The effectiveness of leaders and managers: inadequate

The home has been without a registered manager since September 2020. As a result, the director has been acting as the manager for the home during this period. However, she failed to register with Ofsted while a search for a permanent manager took place. More recently, the home has appointed a new manager, who started in December 2021. However, he does not have the relevant experience to manage a children's home. Consequently, the home continues to operate without a registered

manager. This has the potential to impact on children's progress and day-to-day experiences in the home.

The home does not always adhere to the conditions of its registration. For example, one child moved into the home whose primary need was identified by the placing authority as a 'disability'. The home is not registered to care for children who have disabilities. Furthermore, the manager failed to notify Ofsted. This compromises the safety and welfare of children.

Monitoring and review systems are ineffective and do not identify the improvements needed in the quality of care provided by staff. The manager's quality of care reviews do not identify the necessary actions to improve the service provided to children. They fail to include the opinions of children, parents and external professionals. Also, these reports are not sent to Ofsted within the required time frames. This reduces the oversight the home receives from the regulator between inspections.

Staff do not receive performance reviews at the frequency required by the organisation. For example, staff have not been appraised on their performance since the previous manager left in September 2020. This means that staff are not provided with essential support to reflect on their practice and review how well they are safeguarding and promoting the welfare of children.

Staff training is up to date and relevant to the needs of children. For example, staff have completed training in understanding autism, to meet one child's needs. However, the manager has not ensured that all staff complete the qualification required to work in the home within the compulsory timescales. This has the potential to impact on the quality of care received by children.

The home's statement of purpose does not contain sufficient detail in relation to the therapeutic support provided to the home. This does not ensure that accurate information is available to children, their families or other professionals. This means that they are not always aware of the support they should expect.

The home has a core team of staff who know the children very well. They work hard to provide therapeutic support to children. While there are a few vacancies in the staff team, this does not impact on the staffing levels to support the children in the home. This means that the use of agency staff is very limited, and staff provide children with consistent care.

Children, staff and other professionals spoke positively about the manager. Also, staff informed the inspector that they felt supported by the management team. One professional commented that, 'The communication with the manager has been exceptional,' and that the home has 'gone above and beyond' to ensure the child's safety.

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; 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)(h)) In particular, the provider should ensure that monitoring systems are used to identify areas for improvement in the quality of care received by children.	13 March 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.	13 March 2022

(Regulation 14 (1)(a)(b) (2)(a)) In particular, that the registered person only admits children to the home whose primary needs are within the range of needs that the home intends to provide care for.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b)) In particular, the provider should ensure that the home's statement of purpose is updated to include an accurate reflection of the home, specifically, the details of the clinical psychologist providing support to the home.	13 March 2022
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))	13 March 2022

In particular, the provider should ensure that a person is appointed to manage the children's home. Furthermore, any manager appointed should submit their application to register with Ofsted.	
A person may only manage a children's home if— having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children; and full and satisfactory information is available in relation to the person in respect of each of the matters in Schedule 2. For the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has— within the last 5 years, worked for at least 2 years in a position relevant to the residential care of children. (Regulation 28 (1)(b)(i)(c) (2)(a)) In particular, the provider should ensure that a person appointed to manage the home has the relevant and required experience to do so.	13 March 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))	13 March 2022

In particular, leaders should ensure that a full and accurate employment history has been provided and validated before any individual starts work in the home. Furthermore, leaders should ensure that they carry out checks when staff have previously worked with children.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"). The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (1) (3)(b) (4)(a) (5)(a)) In particular, the provider should ensure that staff achieve the appropriate qualification within the required timescales.	13 March 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)(c)) In particular, all staff must receive regular appraisal to support their development in the home.	13 March 2022
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.	28 April 2022

In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5)) In particular, the provider must ensure that they complete a quality of care review at least every six months and submit this to the regulator. Furthermore, the provider must ensure that the opinions of children and the important people involved in children's lives have been sought to develop the home. This requirement was made at the last inspection and is restated.	
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each	13 March 2022

calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). (Regulation 46 (1))

This specifically relates to the home's location risk assessment and the need for the registered manager to review, update and include all risks to children based on the environment and home's location.

Recommendation

- The registered person should ensure that the children's home is a nurturing and supportive environment that meets the needs of its children. ('Guide to the children's homes regulations, including the quality standards', page 15, paragraph 3.9)

Information about this 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: 2503076

Provision sub-type: Children's home

Registered provider: Hygge Care Ltd

Registered provider address: Grosvenor House, 11 St Pauls Square, Birmingham, West Midlands B3 1RB

Responsible individual: Justin Evans

Registered manager: Post vacant

Inspector

Dean Wilton, Social Care Inspector

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