

2503076

Registered provider: Hygge Care Ltd

Assurance 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 whose adverse childhood experiences and trauma can cause complex needs. 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 December 2022. A new manager started in January 2023 and has applied to register.

Inspection date: 28 March 2023

Date of last inspection: 6 June 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

At the time of this inspection, three children were living at the home. Since the last inspection, two children have moved in and one has moved out. One child who lived at the home at the time of the previous inspection is still living there. Staff support all children to have well planned moves. This helps children who move in to the home to quickly settle and make good progress.

The manager and staff have a good understanding of the children's individual needs and the progress that they make. Overall, staff have positive relationships with children and provide individualised care. During inspection, warm interactions between the children and staff were seen. The open and honest communication means that children can discuss worries and concerns and continue to develop positive relationships.

Children have many opportunities to have their views heard in general discussions and planned meetings. When necessary, managers arrange for an independent person to advocate for children's views and their rights. This means that children receive the support they need to influence decisions about their day-to-day care.

When children do not have a school place, managers work with social workers and the virtual school to ensure that they have a place. Staff then work closely with teachers to settle children into their new school. As a result of this strong partnership working, all children are progressing at school from their starting points.

Staff sensitively support children with their health and well-being. Staff are supported to establish appropriate approaches to support children's emotional health and well-being by a clinician. Additionally, staff seek specialist help when necessary. This multi-team approach means that children's needs are promoted effectively.

The home is a large house with lots of space for children to be together or on their own. The communal areas of the home are comfortable, and they reflect children's hobbies and interests. Children's bedrooms are highly personalised. The home is well furnished and decorated, and feels like a home.

The safety of children

Clear behaviour support plans and risk assessments give staff the guidance they need to manage children's behaviour. Staff use de-escalation techniques to support children. This prevents behaviours from escalating. Children are consulted about what help they need to manage their behaviours when they are in crisis. On one

occasion, staff did not update a child's plans with the child's preferred strategies. This means that staff do not have all the information they need to support this child to better manage their emotions.

On occasions, staff have needed to use physical intervention when other methods of de-escalation have failed. Records are clear, with management oversight of whether the intervention was appropriate and proportionate. Records show that physical intervention is only used as a last resort, and clearly demonstrate the methods of restraint used.

Managers ensure that children who are new to the home are well matched with those already living there, and their risks are fully understood. Staff then ensure that children live safely together. Children have not reported bullying in the home, which demonstrates how settled and protected they feel.

Managers do not routinely review the necessity of using monitoring devices to safeguard children. Alarms on bedroom doors are always set and used to monitor children's movements into and out of their bedrooms. Managers have not completed a rigorous assessment of children's needs to support the requirement for this measure. This is potentially an unnecessary intrusion on children's privacy.

A range of health and safety checks are carried out to assess whether there are any hazards that could pose a risk to children. Children take part in regular fire drills and have personal emergency evacuation plans in place to ensure that they know how to safely evacuate the home in an emergency. However, the garage is full of clutter, including old furniture and flooring that has been replaced. This compromises the safety of the home environment.

The effectiveness of leaders and managers

Since the inspection in June 2022, the registered manager has left the home and a new manager has been appointed. The manager works closely with the director and the responsible individual. Staff say that morale is high and the new manager has had a positive impact on the home.

Managers have worked hard to ensure that children receive consistent care. A number of staff have recently left the home for personal reasons. Shortfalls in staffing are covered by regular cover staff. When necessary, core staff and managers work additional hours. This enables children to develop close and trusting relationships with adults who know them well.

Leaders and managers have taken effective action to meet the requirements and recommendations from the last inspection. Six of the seven requirements are met. At this inspection, three new requirements have been made and one requirement has been reissued.

The independent person has continued to review the quality of care monthly since the last inspection. However, the independent person does not consult with children, families or professionals effectively. Managers have not recognised this in their own reviews and therefore have not acted to make these visits more effective. As a result, opportunities for learning regarding the quality of care are lost.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2022	Full	Requires improvement to be good
26/01/2022	Full	Requires improvement to be good
25/02/2020	Interim	Declined in effectiveness
22/10/2019	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 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. (Regulation 12 (1) (2)(a)(i)) This specifically relates to managers ensuring that risk assessments are regularly updated with strategies that children have shared to help them to manage their complex behaviours.	14 May 2023
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d))	14 May 2023

This specifically relates to managers ensuring that when devices such as door alarms are used to monitor children's movements in the home, they are assessed as necessary, and that children's social workers and, where appropriate, children are consulted.	
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) This specifically relates to managers ensuring that the independent person has the opportunity to talk with children during their monthly monitoring visit.	14 May 2023
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) This specifically relates to managers ensuring that outstanding actions in the fire risk assessment are carried out; in particular, that the garage is decluttered to manage the risk of fire posed by flammable materials.	7 April 2023

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

Karen Gillingwater, Social Care Inspector

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