

2510328

Registered provider: Hand in Hand Childcare

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to three young people who have suffered early childhood trauma. A private company runs the home.

The manager registered with Ofsted in August 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 SCIFF inspections on 12 April 2021.

Inspection date: 14 December 2021

This monitoring visit

The home was judged inadequate at the last full inspection, in November 2021. As a result of the concerns identified at the full inspection, six compliance notices were issued in relation to regulation 11, regulation 12, regulation 13, regulation 14, regulation 26 and regulation 35 of the Children's Homes (England) Regulations 2015. In addition, a notice restricting accommodation was issued. Fifteen requirements were made in all.

This visit examined the progress made by the home in meeting the six compliance notices and the notice restricting accommodation. It also considered six of the other requirements. The inspector found that the compliance notices in relation to regulation 11, regulation 14 and regulation 35 were met. This is because improvements were noted in the way in which staff talk and write about children, in care planning and a review has been undertaken in relation to the recording of physical interventions. The notice restricting accommodation was also complied with and remains in place.

There was one child living in the home at the time of this inspection. He is making good progress in education. Shortfalls in relation to support around his identity are being addressed. Staff have helped him gain a greater understanding of his cultural heritage. The child benefits from independent life-story work. He is provided with positive experiences, and a holiday to London was planned before Christmas, in line with his interests and hobbies.

The manager has begun to make improvements to the condition of the home. Communal areas have been redecorated and new furniture has been purchased for children's bedrooms. New carpets have been fitted to the stairs. However, holes in doors in communal areas have not been filled and writing on one of the bedroom doors is still visible, despite being painted over.

Managers and staff have reflected on the shortfalls raised at the previous inspection. They have challenged poor practice and ensured that a programme of training is in place for staff. Inappropriate language has been taken out of the child's records and staff say they have reflected on the ways in which they talk to children. As a result, children will benefit from more sensitive and attuned care.

Systems around planning for children who move into the home have improved. Managers have held meetings with external stakeholders to ensure that they are provided with information that supports a robust risk assessment process. They have reviewed the quality of their impact risk assessments. No new children have moved into the home since the last inspection and, therefore, new plans in this area are untested. However, they are an example of improvements made to enable children to have positive experiences when they move into the home.

There have been no restraints since the last inspection. However, some learning has taken place around restraint practice. Managers have addressed recording issues in reports about restraint. Most staff are now trained in restraint. This is still outstanding for three staff, but this training was scheduled to take place in the week of this inspection.

Risk management practice remains a concern. Managers have begun to make improvements to safeguarding practice. Staff have received support and coaching to develop their skills in this area. However, managers still do not always recognise safeguarding concerns and respond to them appropriately. For example, one child told the independent visitor that one of his peers was racist and mean to him. Managers did not speak to the child about this or take any action to safeguard him. This poor practice means that children cannot be confident that their views are being listened to and acted on.

Managers have failed to complete risk assessments that consider all known information about children. Managers do not update risk assessments to include new and emerging risks. For example, there is limited guidance for staff about how to keep children safe online. A decision has been made to buy a mobile phone for the child living in the home. There is no information about this in risk assessments,

despite this being an area of high risk. This leaves the child vulnerable and at risk of harm.

Managers' monitoring and oversight is poor. The manager's quality of care review does not meet regulation. Managers do not respond to independent scrutiny and take action when concerns about children's experiences are highlighted. The responsible individual has commissioned a consultancy firm to support monitoring and oversight of the home. This will include mentoring support for the registered manager. However, a clear plan has not yet been formulated and implemented. This does not assure Ofsted that managers have systems in place to ensure safe and effective care is provided to children.

As a result of this inspection, compliance notices in relation to regulation 12, regulation 13 and regulation 26 have been issued again. The notice restricting accommodation remains in place.

Three of the 15 requirements raised at the last inspection have been restated. Regulations 10, 36 and 46 were not reviewed at this inspection and remain in place to be reviewed at the next inspection. Regulations 6, 12, 13, 26, 28, 45 and 46 are repeated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/11/2021	Full	Inadequate
21/01/2020	Full	Requires improvement to be 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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, ensure that improvements are made to the home environment, repairs are carried out promptly and internal doors to the home are not locked as a means of managing behaviour.	23 January 2022
The health and well-being standard is that— 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—	23 January 2022

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. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)) In particular, that managers and staff are aware of children's health needs, and there are clear plans in place to support children's health needs.	
*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)) In particular, ensure that safeguarding concerns are identified and responded to. In addition, ensure that each child has a risk assessment which provides staff with strategies to follow to keep children safe and that staff implement the guidance in these risk assessments.	23 January 2022
*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—	23 January 2022

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)(f)(h)) In particular, the manager must implement effective monitoring systems, and regularly review and evaluate the quality of care to ensure that shortfalls are identified and rectified.	
*A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b))	23 January 2022
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. (Regulation 28 (1)(b)(i))	23 January 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))	23 January 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. 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;	23 January 2022

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. 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) (5))	
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 calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))	23 January 2022

*These requirements are subject to a compliance notice.

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: 2510328

Provision sub-type: Children's home

Registered provider: Hand in Hand Childcare

Registered provider address: 20 Birmingham Road, Walsall WS1 2LT

Responsible individual: Rajvinder Kaur

Registered manager: Andrew Alexander

Inspector

Natasha Skinner, Social Care Inspector

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