

2510328

Hand in Hand Childcare Limited

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 children who have suffered early childhood trauma. A private company owns and operates this home. The manager registered with Ofsted in August 2020

Inspection date: 21 December 2020

This monitoring visit

At an assurance visit on the 28 and 29 October 2020, serious and widespread concerns were identified in relation to the care and protection of children. As a result of that inspection, nine requirements were raised.

The purpose of this inspection is to check that managers have met the requirements in line with their set completion dates.

This inspection found that significant progress has been made. Requirements raised at the assurance visit have been met.

The manager and responsible individual have reviewed the home's admission procedure. When considering the needs of new children and making decisions about whether they can be safely cared for by staff, managers will ensure that known risks, behaviours and needs are fully explored. Furthermore, they will ensure that any compatibility issues with children already living at the home are well considered.

Previous concerns about a child's health have been resolved. Managers consulted with the GP, local authority, and family to confirm that the child does not have a serious allergy. In addition, they have reviewed the health information for all children to ensure that this is correct and that their health needs are being met.

All statutory plans relating to children's care are now in place and up to date. As a result, staff are more knowledgeable about children's education, health and care needs and are better equipped to meet these.

The manager and the responsible individual better understand their responsibilities in keep children safe. The manager has appropriately responded to a COVID-19 (coronavirus) infection concern. Children and staff isolated, and a robust plan for care and hygiene was followed. Children's risk assessments have been reviewed by staff and now contain information about key risks and how to manage and reduce these risks. In addition, staff now undertake targeted work with children when they present behaviour that causes concern. This enables children to understand risk and develop the tools to help keep themselves safe. Additionally, the manager has updated the local safe area risk assessment in consultation with key external professionals. As a result, staff understand their local community and any possible risks to children. This understanding informs how they care for and safeguard children.

Managers have audited staff recruitment files, and gaps in employment histories and references have been addressed. The manager is undertaking additional safer recruitment training to enable him to provide further scrutiny when new staff are recruited.

New recording systems are easier for staff and managers to navigate. In addition, the manager has developed, and is beginning to implement, an effective audit tool. This enables him to have better oversight of key documents, assessments, and plans. Furthermore, he has more awareness of the day-to-day care delivered to children. More effective monitoring is helping to improve the quality of care to children.

Two shortfalls have been identified. When incidents involving physical intervention have occurred, the manager does not ensure that children and staff have been spoken to about the intervention used. In one incident, a staff member recorded that they felt other measures could have been tried in the first instance to prevent the situation escalating. The manager has not responded to this possible concern. Not debriefing staff and children is a missed opportunity to reflect on and learn from what has happened.

Managers notify significant incidents to Ofsted. However, this is not always done in a timely way. Although there have been some mitigating circumstances that have led to delays, the responsible individual has not ensured that appropriate arrangements are in place so that notifications can be made promptly in the manager's absence.

The responsible individual has acted swiftly along with the manager to address the shortfalls raised at the assurance visit. The manager is now receiving day-to-day support from the responsible individual to ensure that children receive good-quality care and that care is delivered in line with the aims set out in the home's statement

of purpose. The manager has sought external feedback from key stakeholders to inform the review of the quality of care and has a plan to involve the staff and children in the next review.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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 registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35(1)(a)(b)(3)(b)(i)(ii)(c))	31 January 2021

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the children's homes regulations including the quality standards', page 63 paragraph 14.13)

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 Limited

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

Responsible individual: Rajvinder Sandhu

Registered manager: Andrew Alexander

Inspector

James Tallis, Social Care Inspector

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