

2510328

Registered provider: Hand In Hand Childcare

Full inspection

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 runs the home.

The manager registered with Ofsted in August 2020.

Inspection dates: 26 and 27 January 2022

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

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

The effectiveness of leaders and managers **requires improvement to be good**

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: 3 November 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

This children's home was judged as inadequate at the last full inspection on 3 and 4 November 2021. The provider was issued with six compliance notices, under regulations 11, 12, 13, 14, 26 and 35 of the Children's Homes (England) Regulations 2015. A notice to restrict accommodation at the home was also issued.

A monitoring visit was undertaken on 14 December 2021. The provider had complied with the restriction on accommodation. The provider had met compliance notices in relation to regulations 11, 14 and 35. The notices relating to regulations

12, 13 and 26 were issued again. The restriction on accommodation remained in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/11/2021	Full	Inadequate
21/01/2020	Full	Requires improvement to be good

Inspection judgements

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

During this inspection, inspectors found that sufficient action had been taken to meet the compliance notices in relation to regulations 12, 13 and 26. The notice restricting accommodation was lifted on 30 January 2022. At the time of the inspection, there was one child living in the home.

Overall, the home is clean, welcoming and well furnished. The child has personalised his bedroom, and photos displayed in the lounge and dining areas help to create a comfortable feel. However, on the day of inspection, some lights in the child's bathroom did not work and a protective screen covered the TV in the lounge, without sufficient reason. This takes away from the otherwise homely and pleasant environment. This shortfall has been raised at previous inspections.

Staff promote the child's education and ensure that there is good communication with teaching staff. The child has full attendance, completes after-school clubs and is also a prefect. The child is on track to achieve his predicted grades and is aspirational about his future.

The child is in good health. He is supported to attend routine appointments and receive therapeutic support. This ensures that his physical and emotional health is promoted.

The child has built trusted relationships with staff. Staff have continued to support him to develop an understanding of his cultural heritage. However, work undertaken to help the child understand his care plan requires improvement. For example, there was no evidence in place to suggest that the child has contributed to his updated care plan. This compromises the child's ability to reflect on the progress he is making and to influence his care.

Processes to successfully support children to move out of the home are not always followed. For example, one child moved out of the home and managers failed to ensure that he took his medication with him. This does not support children's welfare and well-being.

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

The child told inspectors that he feels safe, that he can talk to staff if he has worries and that he enjoys living in the home. Risk assessments relating to the child's care have improved. They are up to date, identify known risks and outline clear strategies for staff to follow.

Relationships based on encouraging positive behaviour mean that since the last inspection there have been no incidents that have required the use of physical intervention. In addition, there have been no incidents of the child going missing from the home. However, staff are able to describe what action they would take should this happen.

The child has positive day-to-day experiences. This is supported by staff ensuring that the child has consistent boundaries and clear routines. Currently, the child has an incentive chart to work towards being given a new mobile phone. This practice has encouraged positive behaviour.

Recruitment processes are thorough and staff who are recruited to work in the home are subject to all necessary checks. This helps to ensure that children receive care from safe adults.

Regular health and safety checks take place; however, managers have not ensured suitable arrangements for evacuation from the premises in the event of a fire. During inspection, inspectors found an external back gate was key locked. This arrangement did not accord with information set out in the fire risk assessment. Managers took immediate action to remove the lock, however, this unnecessary restriction may have compromised safety in the event of a fire.

The effectiveness of leaders and managers: requires improvement to be good

The managers have acknowledged shortfalls raised at the previous inspections and their failure to adequately oversee the operation of the home. It is identified by leaders that the registered manager still requires additional support and training to ensure that he can manage the home effectively. To improve management oversight, a deputy has been appointed to support the registered manager. This is a recent appointment, and the impact of this change is not yet known.

The responsible individual has sourced bespoke training for herself and the registered manager. She has also commissioned an independent audit of the service to identify areas for further development. The training remains ongoing, and the suggestions from the internal action plan have not yet been fully addressed. However, this practice demonstrates a commitment to improving the quality of care.

Managers have created new monitoring systems to ensure a prompt response to shortfalls in practice. This includes the registered manager undertaking weekly and monthly audits that the responsible individual then reviews. The effectiveness of this new practice will be considered at the next inspection.

There has been some change to the team, with some staff joining from elsewhere within the organisation. Some of these staff have not had an induction specific to the operation of this home. Additionally, despite being involved in the day-to-day management of the home, the responsible individual does not receive practice-

related supervision. This is a missed opportunity to ensure that there is an effective review of staff practice.

Since the last inspection, staff have received further safeguarding training. In addition, managers now ensure that staff receive training in the processes to follow in case of a complaint or allegation. Following the training workshop, staff complete a quiz to allow managers to check understanding and provide further support where required. This has helped to increase staff knowledge.

The workforce development plan is not effective. Managers have a service development plan that includes information about the development of the workforce. However, the plan in place does not provide information about the staff structure, training and timescales for staff inductions. Consequently, expectations for staff are not clear.

The home's most recent statement of purpose does not meet the requirements of regulation. For example, the document lacks information about the role of the organisation's therapist. Information about the frequency of supervision is not clear and differs to the information contained in the service development plan. This means that key stakeholders do not have the most up-to-date information about the service provided by the home.

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) In particular, ensure that repairs are carried out promptly and protective covers are not used on the TV without sufficient reason.	8 April 2022
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; and	8 April 2022

regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(c) (2)(a)(iii)(iv)) This particularly refers to staff supporting children to understand their plans. In addition, staff should ensure that they fully understand the child's identity needs.	
The registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (5)) This specifically relates to the statement of purpose being clear about the care provided in the home.	8 April 2022
After consultation with the fire and rescue authority, the registered person must— provide adequate means of escape from the home in the event of fire. (Regulation 25 (1) (b)) This specifically relates to the registered manager always ensuring that there is an adequate means of escape from the home in the event of a fire.	8 April 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))	8 April 2022
The registered person must— ensure that each employee completes an appropriate induction. The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1) (a) (4)(b) This specifically relates to all employees receiving practice-related supervision. In addition, the registered manager must	8 April 2022

ensure that each staff member receives an induction into the home.	
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Recommendations

- The registered person should ensure that staff help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.27)
- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff, including the home's manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: 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

Inspectors

Sophie Hills, Social Care Inspector
Alison Cooper, Social Care Inspector

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