

2527654

Registered provider: Hapin Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children who experience social and emotional difficulties and/or learning disabilities.

The manager registered with Ofsted in July 2021.

Inspection dates: 3 and 4 July 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 19 April 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/04/2022	Full	Requires improvement to be good
24/01/2022	Interim	Declined in effectiveness
17/08/2021	Full	Requires improvement to be good
05/02/2020	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were living in the home at the time of this inspection. They are making good progress living in this nurturing and happy home.

Children are introduced to the home through careful planning and consideration of their individual needs.

The staff understand the needs of the children and know how to help each child get the best out of life. The day-to-day work carried out with the children is of a good quality. There are high levels of respect, compassion and acceptance. Children sense that the staff care 'about' them, not just 'for' them. One child said: 'I know they care about me; they show me every day.'

Children enjoy good health. Their health needs are well considered and met by staff. Staff work closely and proactively with a variety of health services. This includes the in-house therapist, who works with the children and staff to ensure that children's emotional and psychological needs are met. This supports children's physical and emotional well-being.

All children have an identified education provision and staff have supported them to maintain high levels of attendance. Children who have been absent from education for long periods are now enjoying education and one child has recently completed his GCSEs and has been accepted into the sixth form for the coming year. A parent commented: 'The staff have been incredible. I am so proud that my child is going to school now and doing well.'

Staff help children to spend time with people who are important to them. Staff understand that relationships may be complex. Staff help to strengthen family relationships, resulting in children spending more unsupervised time with family members.

Children take part in beneficial and enjoyable activities, such as visits to cinema, meals out and football. One of the children enjoyed going with a staff member to an executive box to watch his favourite football team. Another child is involved in a majorettes group and has been awarded 'best dancer' on several occasions.

The home environment is well decorated, warm and welcoming. Children's bedrooms are decorated to reflect their individual interests. This gives children a secure base and a sense of stability and belonging.

How well children and young people are helped and protected: good

Staff have successfully developed good, trusting relationships with the children. The children benefit from good daily routines that provide structure to their lives. Children feel safe and have confidence in staff's abilities to look after them.

Staff are trained and skilled in identifying safeguarding concerns. They know how and when to take action if there are concerns about a child's welfare.

Risk assessments for children are detailed and provide guidance for staff on managing risk. Staff enable children to take age-appropriate risks and gain trust, which helps them to develop their independence and confidence.

The risk assessment of the local area is regularly reviewed and is of good quality. The manager has included information shared by the local police. This assessment provides detailed guidance regarding any risks in the local community. Staff use this knowledge to help children to understand these risks and recognise any potential dangers.

There has been a significant reduction in the frequency of children going missing from the home. A social worker commented: 'There has been a huge shift in behaviour and the risk involved in going missing has massively decreased.'

Staff are focused on encouraging positive behaviour. Rewards are used when children have made significant progress, such as good school attendance. When consequences have been used, they are fair and proportionate. One child said: 'It's fair enough when I have been acting up and they let me earn back my internet time if I behave, so it's up to me.'

When recruiting new staff, the manager ensures that all appropriate checks are in place before employment commences. The provider has a robust induction programme in place for new staff. However, on one occasion a new staff member commenced working with the children before starting the induction programme or completing the mandatory training.

The effectiveness of leaders and managers: good

The home is led by an experienced and qualified manager. Leaders and managers are dedicated in their work with the children and want them to do well in life.

Staffing is consistent and well planned. There is a small team in place. Staff feel happy with the support they receive from the management team. This includes effective supervision and reflection on their performance. Consequently, there is a positive culture for staff, led by a supportive registered manager. Staff also benefit from regular child-centred staff meetings.

The staff have good and strong partnerships with parents and external professional agencies. They share information and establish effective channels of communication.

A parent said: 'They [staff] involve me in all decisions and I feel part of my child's life again.' A social worker commented: 'The communication is second to none. They are excellent at keeping me updated and this helps tremendously in care planning.'

Professionals and parents speak highly of the care and support that the children receive. They say that managers and staff support children in all aspects of their care. The staff value the children, are nurturing and caring and enjoy children's company. Family and professional visitors are warmly welcomed to the home.

Management oversight is generally good. Records are monitored regularly by the manager, with meaningful evaluation and comment. Internal and external monitoring systems are used to review progress. This oversight ensures that ongoing improvements are made. However, some records reviewed by the inspector were not signed or dated by the authors and the staff rota did not identify the full names of staff. These shortfalls did not impact on the care or outcomes for the children.

The manager's oversight of the security of the medication cabinet is inconsistent. During the inspection, the inspector observed the key left in the lock of the cabinet. None of the children require any prescribed medication. However, on examination of the contents, the inspector found expired throat lozenges. The registered manager acknowledged this shortfall and immediately put in place procedures for management checks to take place on the contents of the cabinet.

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, The 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 make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them. (Regulation 23 (1) (2)(a))	5 September 2023

Recommendations

- The registered person should ensure that good employment practice is maintained. In particular, ensure that new staff members complete the provider's induction programme and undertake mandatory training. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that the author of any record clearly shows their name and date. The staff rota should clearly identify staff by using their full names. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2527654

Provision sub-type: Children's home

Registered provider: Hapin Care Limited

Registered provider address: Suite 304A Business First, 25 Goodlass Road,
Liverpool L24 9HJ

Responsible individual: Nicola Reilly

Registered manager: Rachel Hughes

Inspector

Elaine Allison, Social Care Inspector

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