

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: 19 and 20 April 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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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: 24 January 2022

Overall judgement at last inspection: Declined in effectiveness

Enforcement action since last inspection:

Serious and widespread shortfalls were identified at this home during an interim inspection on 24 January 2022. As a result, compliance notices were issued under regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 10, the health and well-being standard. Following a monitoring visit on 1 March 2022, further compliance notices were issued under regulations 12 and 13.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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: requires improvement to be good

At the time of the inspection, one child was living at the home.

The child is cared for by a friendly staff team. The child feels well supported by the manager and staff. Warm interactions between the staff and child were observed during the inspection.

The manager and staff know the child well. Their in-depth knowledge and understanding of the child's needs and interests helps them to provide personalised care and support.

The manager works with the virtual school to overcome barriers to education. Staff constantly use incentives to encourage the child to engage with education. Despite this, school attendance and educational progress continue to be a significant concern for the child living at the home.

Staff have meaningful discussions with the child about smoking, sexual health and the importance of attending health appointments. Staff ensure that the child attends all health appointments. As a result, the child's physical and emotional health is improving.

When children are moving out of the home, the manager and staff work closely with the child to ensure that their wishes and feelings are heard and considered. Additionally, effective joint working between staff, placing authorities and parents ensures that the transition is a positive experience for the child.

The home is welcoming and homely. The manager ensures that all repairs are carried out swiftly. However, the downstairs toilet does not have handwashing facilities. This is unhygienic.

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

The child's welfare and safety has improved since the last inspection. The manager and provider have taken sufficient steps to meet the compliance notice issued under regulation 12, the protection of children standard.

Staff have a thorough understanding of the child's vulnerabilities and presenting risks. They understand their safeguarding roles and respond to risk appropriately. For example, they sought medical guidance when a child returned home under the influence of a substance.

Improved relationships between staff and the child are enhancing the child's safety. The child is starting to trust staff and take on board their guidance and support. High-risk behaviours, such as going missing from home and being involved in gangs, are decreasing.

Restraint is rarely used in this home. Staff use rewards and incentives to encourage positive behaviour. However, restraint and sanction records do not provide sufficient information to enable a thorough review of the incident and action taken. This also highlights shortfalls in the manager's monitoring of these records.

The quality of serious incident records has improved. However, on occasion, information is not recorded accurately, such as the date and time other professionals were informed. These recording shortfalls highlight weaknesses in the manager's auditing of records.

Risk assessments are regularly updated and reflect the child's needs and vulnerabilities well. At times, the strategies identified in risk assessments are risk averse and do not reflect the child's progress.

Serious incidents are reported to all safeguarding professionals swiftly. However, the manager does not notify Ofsted of all serious incidents as required. This undermines external scrutiny of safeguarding incidents and practice in the home.

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

The home is led by an experienced manager. She is a child-centred and reflective leader. The manager and provider have taken sufficient steps to meet the compliance notice issued under regulation 13, the leadership and management standard.

Since the last inspection, the organisation of records has significantly improved. The manager is now able to readily access information and evidence improvements. However, some weaknesses in the manager's monitoring of records continue.

The manager's oversight of incidents does not provide sufficient analysis of staff's practice. Consequently, opportunities to identify staff's strengths and any areas for development are sometimes missed.

The manager's monitoring of staff's qualifications needs to improve. Most of the staff do not have the required professional qualification. For some unqualified staff, the required date for obtaining this has passed.

Staff say that the manager is approachable, and they feel supported. They benefit from regular professional supervision where they are encouraged to reflect on their practice and identify future learning. This is evident in the detailed supervision records that were sampled during the inspection.

The manager is a present and hands-on leader. Her oversight of the home is improving. However, the quality of care review reports lack analysis. For example, they do not provide insight into how the care provided to children is impacting on their lives, experiences and progress. Furthermore, children's views of the home and actions to continuously improve are not clearly reflected in these reports.

Partnership working with all relevant professionals and parents is strong. The manager ensures that social workers and parents are regularly updated on any concerns or achievements. A parent said, 'The manager and staff are brilliant. They keep me updated and communication between us is 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 staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(vii)) This relates to ensuring that the downstairs toilet has handwashing facilities.	5 June 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	5 June 2022

This relates to ensuring that the manager's monitoring systems secures continuous improvements in staff's practice, for example recording.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. (Regulation 32 (1) (3)(b)) This relates to ensuring that all staff obtain the relevant qualification within the required timescale.	5 June 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of the measure and its duration; 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 (3)(a)(iv)(b)(i)(ii)(c)) This relates to restraint and sanction records.	5 June 2022
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	5 June 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; 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. (Regulation 45 (1) (2)(a)(b)(c)) This relates to ensuring that the review evaluates the care provided to children and reflects children's views about the care that they receive.	5 June 2022
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Recommendations

- The registered person should ensure that staff continually and actively assess the risks to each child. Individual risk assessments should be based on the child's current needs. Strategies for managing risk should be regularly reviewed, realistic and achievable. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should build a strong safeguarding culture in the home. Incident records must consistently provide all necessary information to enable a thorough review of the incident and the actions taken. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.8)

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: 2527654

Provision sub-type: Children's home

Registered provider: Hapin Care Limited

Registered provider address: Suite 14 Foundry House, Waterside Lane, Widnes
WA8 8GT

Responsible individual: Nicola Reilly

Registered manager: Rachel Hughes

Inspector

Marina Tully, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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