

2577171

Haven Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private company and is registered to provide care and accommodation for up to four children who may have emotional and/or behavioural difficulties.

The home has been registered since July 2020. The home does not have a registered manager. The previous registered manager left the home in September 2020.

Inspection date: 3 February 2021

This monitoring visit

The visit was carried out to explore the concerns that have arisen from recent notifications. They relate to placement matching, serious self-harm incidents, staff's competence in relation to medication, the security of the medication cabinet and locks on internal doors.

The visit took place during a period of national COVID-19 (coronavirus) restrictions. The visit was conducted on site and documents were reviewed remotely.

Four children have been placed at the home since it registered. Two children have moved from the home because the staff team could not keep them safe. One child left the home following an incident. Leaders accept that some of the placement matching decisions have not been consistently robust. However, steps have been taken to ensure that any future placements will involve consultation with the existing child.

Children live in a supportive and homely environment. They benefit greatly from the care, nurture and parental support they receive from the staff team. Positive relationships have developed, which has enabled children to talk about their

experiences to the staff. One child said that they enjoyed living at the home because it is spacious. They rated their safety highly overall.

The key-work sessions are helping children to understand how some of their behaviours can hurt other people's feelings. This helps children to think about some of their deep-rooted beliefs and enables them to develop empathy for others.

Children who go missing from home receive a robust and coordinated response to ensure that they return home quickly. The multi-agency risk management approach ensures that all professionals understand the child's presenting risks and agree on the protective strategies to safeguard children.

Children who present with very risky self-harming behaviours are engaging with specialist mental health professionals. Staff also receive advice and guidance from clinical specialists. This helps the staff to meet the emotional needs of the children.

A number of staff have received medication and first-aid training. However, the training records have not been updated to reflect this. This means that leaders and managers cannot evidence that staff are competent to administer first aid and medication to children. The lock on the medication cabinet has been repaired. This ensures that medication can be stored securely. No children are currently prescribed medication.

The responsible individual and staff are very good advocates for the children. The determined efforts from the responsible individual and the staff team to challenge a child's criminal record has led to the offences being removed. Although the placement ended abruptly, the child's life chances have been enhanced by this highly child-focused practice.

Professionals compliment the quality of communication with the staff team. However, not all parents have been happy with the home. Despite the challenges that this has presented, the staff have welcomed family members to the home. The staff have supported the visits at the home so that the children do not miss out in spending time with their family.

The responsible individual's child-focused practice and leadership supports the children and helps to motivate the staff team in the absence of a registered manager. The supportive culture in the home enables the new and existing staff to build their skills and develop in confidence to care for the children effectively.

The revised statement of purpose has not been sent to Ofsted to include the new staff members' details and their experience and qualifications. Furthermore, the reason for having locks on some internal doors and specific key locks on the bathroom door is not included in the statement of purpose.

Gaps in the risk management records, room search documents, the staff training matrix and consequence records mean that information is not up to date and accurate. To date, this shortfall has not exposed children to risk. However, this does hinder the responsible individual's ability to make continuous improvements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

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 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)) This particularly relates to the provider ensuring that they quality assure all records to ensure that they are accurate, up to date and completed to a consistently good standard.	1 March 2021
The registered person must— notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(b)) This specifically relates to the provider including an up-to-date staffing list with each staff member's experience and qualifications and making clear the purpose of having locks on some internal doors and specific key locks on the bathroom door.	1 March 2021
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a))	26 February 2021

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: 2577171

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: Unit 6 Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Emma Smith

Registered manager: Post vacant

Inspector

Jacqueline Malcolm, Social Care Inspector

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