

2577171

Registered provider: Haven Care Group Ltd

Full inspection

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 provides care for up to four children with social and emotional difficulties. There are three children living in the home.

The home has been registered since July 2020. The manager has been registered with Ofsted since 21 May 2021.

Inspection dates: 16 and 17 August 2022

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: 15 September 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive individualised care and support from staff. The staff have a nurturing approach to providing care for children. This helps children to develop good relationships with staff and a sense of belonging at the home.

Children have made progress in their education since living here. Children's attitude, attendance and commitment to education has improved through good communication and consultation with the virtual schools and education providers. Children have subsequently sat GCSE examinations and have places confirmed at colleges. Children who are moving from primary to secondary school have benefited from transitional visits to the new provisions. This has helped to reduce children's anxieties.

Children take part in a wide range of activities. Their wishes and interests are explored by staff and acted on where possible. Two children have learned how to swim since living at the home. Others attend gymnastics and football clubs. Children also have movie nights and make use of the home's arts and crafts and games room. Their new experiences include going on holiday to a caravan on the coast. This has provided children with time away from the home and the pressures of daily life. As a result, children's self-esteem and confidence is promoted.

The manager has implemented memory books for the children. These books capture the positive experiences the children have had and provide them with a keepsake of the time that they have spent in the home.

Children are supported to be healthy and are registered with local health services. Staff advocate for specialist support for children in order to have their individual needs met. This has supported children to have an outlet to express their emotions. This additional help has supported children to maintain safe and healthy relationships.

Staff understand the importance of family time, and this is supported through regular and positive communication. Staff encourage families to attend children's extra-curricular activities, which further maintains the family relationships.

Children who have moved out of the home have transitioned in line with their plans. They have been involved in decision-making about where they would like to live. Staff have supported children to develop independence skills before they have moved on. Children have maintained contact with the manager and the staff team. This provides ongoing support and continuity of care for children.

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

Children say they are happy and feel safe in the home.

Children's individual risk assessments and safety plans are reviewed and updated when new risks are identified. Staff are proactive in responding to these. As a result, children feel cared for, and they develop trusting relationships with staff.

Staff have provided the children with clear and consistent boundaries. Children understand the rules of the home and speak about these regularly in the children's meetings and in their key-work sessions. Staff undertake room searches if risks are identified. These searches have proven to reduce risks to children who self-harm.

Staff use physical intervention only when needed. They use their positive relationships, communication and de-escalation techniques to manage children's behaviours in the first instance. This helps maintain relationships with children and avoids any serious escalation. Staff who are not yet trained in physical interventions are risk assessed, which allows them to continue working at the home, but not to engage in any restraints.

When restraints have taken place, incident reports are detailed and include management oversight. Children benefit from debriefs. Debriefs enable children to gather their thoughts and feelings, while repairing relationships with staff. This helps to maintain harmony in the home.

Incidents of children being missing-from-care are managed well. Staff follow children's plans and are proactive in searching and encouraging their safe return home. On occasions, staff have required support from the police in order to ensure children's safe return home. Referrals to youth justice services have helped children to learn from their behaviours.

Staff rarely use sanctions and focus on children achieving positive outcomes. When sanctions have been used, the manager has evaluated the appropriateness of these and has discussed them with the children. This has helped children learn how to better regulate their emotions and understand consequences.

The effectiveness of leaders and managers: good

The registered manager is experienced and qualified. The newly recruited staff team has been appointed after a high number of staff left the home. As a result, most of the staff team are new.

Staff are appointed in line with safe recruitment practice. All staff have had an induction that equips them to work with the children.

Staff receive regular supervision which addresses children's care and any practice or performance concerns. Team meetings are reflective in discussion and provide a

comprehensive overview of the progress the children make. This allows all staff an opportunity to discuss the children's progress, generate ideas and have a consistent approach to the care provided.

The manager's internal monitoring systems enable her to review the quality of care provided to children. The auditing of these systems allows the manager to evaluate the data and to review the effectiveness of plans and look at areas for improvement. Staff maintain well-written care plans, and they record and monitor daily events. This ensures records are up to date and reflect children's needs accurately.

The manager has developed positive links with professionals who are working with the children. She contributes to professionals' meetings and shares relevant information. This ensures that the plans are up to date and focused on meeting the children's needs.

Communication between professionals, parents and leaders and managers has been positive. One parent said, 'The manager has been fantastic.'

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: 2577171

Provision sub-type: Children's home

Registered provider: Haven Care Group Ltd

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

Responsible individual: Emma Smith

Registered manager: Keisha Brophy

Inspector

Aasia Hussain, Social Care Inspector

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