

2577171

Registered provider: Haven Care Group Limited

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 who experience social and emotional difficulties. There are three children living in the home.

The home registered with Ofsted in July 2020. The manager registered on 21 May 2021.

Inspection dates: 26 and 27 September 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: 16 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2022	Full	Good
15/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is spacious and retains a homely feel. Work to update the decor throughout the home is in progress. Children have been encouraged to help design the new look of the home. Children said that they love the house and especially their bedrooms, which they have personalised.

Children of different ages are helped to develop positive relationships with each other. They are provided with opportunities to spend time together playing games and regularly eat meals together at the table. Two of the children have enjoyed a holiday together and all the children have enjoyed days out to the fair and the seaside.

Relationships between staff and children are positive. Observations during the inspection showed that children experience warmth and nurture from staff who genuinely care about them. One child said that staff are kind and help them, while another child was seen to seek reassurance from staff.

Children's education is valued, and support is tailored to their needs. One child is being supported to revise for exams and visit colleges. Another child, who is currently unable to attend school, receives tutoring and is engaging well in additional learning provided by staff. Staff and managers work closely with education professionals and the virtual school to ensure that children get the help they need to succeed.

Children are well supported to understand the complexities around their individual circumstances, such as why they are unable to live with their family. Children's relationships with their family and the people who are important to them are promoted. One parent said they have a good relationship with all the staff and that they work closely together.

Children move into and out of the home in a planned way. The manager works well with parents and professionals to ensure a joined-up approach. Before children move into the home, they are helped to learn about the home through a useful children's guide. Children moving out of the home are well supported by staff and know their own plans.

The time children spend living at the home is captured in personalised memory books. The books contain photos that show children having fun and engaging in lots of different activities. For one child, a 'wow' book gives greater detail about their week-by-week experiences. This is helping the child to make sense of their current and past experiences.

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

Children's behaviour is improving. They are given consistent messages from staff and there are clear boundaries that they understand. One professional described the staff team as 'calm and consistent'.

Staff are all trained in the home's model of care, and they apply this approach consistently. Staff know children's individual triggers and what strategies work to help them regulate and be calm. This means the need for staff to physically hold children to keep them safe is rare.

Staff talk with children to help them learn and understand the concerns that adults have. The topics talked about are varied and often linked to the child's plan or the challenges they are experiencing at that time. Staff helped one child to understand the complexities of family court proceedings. Another child was supported to better understand their medical needs.

Children are safer because allegations are managed effectively. Investigations are thorough and the managers consult with relevant professionals, such as the local authority designated officer. Children and staff are supported and kept informed throughout the process and are helped to rebuild their relationships through restorative discussions.

Staff understand children's individual risks and know what children need from them to be safe. Children's individual risk assessments are up to date and tell staff what they need to know. Children are beginning to share their worries with staff because they trust them. Children say they feel safe.

Staff help children to understand their heritage, to be tolerant and to value diversity in others. The team of staff come from diverse backgrounds that mirror those of the children they care for. Children have fun while they learn, for example through celebrations and cultural nights.

The effectiveness of leaders and managers: good

The manager shows dedication and drive to improve outcomes for the children in her care. She is a conscientious and caring leader who makes herself available to children, staff and professionals. The manager has started to delegate tasks to senior staff to support them to develop their skills and allow her to focus on developing the home further.

Overall, staff say they feel happy and well supported in their work. One member of staff said, 'The manager always tries to go the extra mile for the children and listens to the needs of the staff.' Another staff member described feeling 'appreciated' by the manager.

The manager follows safer recruitment practice when appointing new staff. Staff who are new to the home receive a good induction. For example, new and

inexperienced staff are helped to understand their role and the children they care for through training. They are given time to read files and the opportunity to observe others' practice. All staff receive supervision in line with the company's policy. Supervision covers a range of issues and focuses on the quality of care for children and ensuring that staff know how to provide what children need.

Team meetings are regular and well attended by staff. The agenda is prepared in advance and focuses on children's experiences and improving practice. For example, during a recent team meeting, the manager tested staff's knowledge on whistle-blowing. Team meetings are driving forward practice.

The manager makes notifications of serious events to the relevant people. However on two occasions the manager did not make a formal updated notification when a child protection enquiry concluded.

The independent person's reports do not always include consultation. The views of the children sometimes lack detail and evaluation. Reports are not always sent to the regulator as required. The manager is aware of these issues and has started to take action to address them.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that they notify Ofsted of the outcome of any child protection enquiries. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that visits by the independent person occur at times when children are likely to be present so that they can be consulted with effectively. Additionally, the registered person should ensure that the independent person's report contains sufficient detail. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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 Limited

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

Rachel Walker, Social Care Inspector

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