

2589537

Registered provider: Happy Group (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned and managed children's home. It was registered in June 2020 to provide care for up to three children who may have social and emotional difficulties. At the time of the inspection, there was only one child living at this home.

The manager has been in post since May 2021 and has been registered with Ofsted since May 2022.

Inspection dates: 20 and 21 September 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: 18 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2022	Full	Good
05/05/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The child has established trusting relationships with staff. These are based on warmth, humour and affection. The quality of the nurturing relationships contributes to helping the child to feel safe.

The child receives education in the home from an independent tutor. Staff provide boundaries and direction, helping the child to remain focused on their learning during school hours. As a result, the child has made sustained progress with their home learning programme. The tutor said, 'Staff recognise the warning signs when [name of child] may need additional help.' The manager also works cohesively with the child's social worker and the virtual school to plan for the child's education.

Consideration goes into planning activities to promote the child's social integration and the development of life skills. For example, skateboarding lessons at a local park help the child to make new friendships with other children who may have similar interests. Open-water swimming lessons help to reduce the risk of the child being in an unsafe situation near water. These activities help to keep the child busy and engaged while promoting their interests.

The staff capture the child's experiences by taking lots of photos. This helps to shape the child's understanding about their time living at this home and strengthen the memories they have of their experiences.

The child is supported to attend health appointments and has access to the services they need. Staff ensure that the child attends regular sessions with a play therapist. This contributes to meeting the child's therapeutic needs.

The child regularly talks about their day-to-day needs with staff and is directly involved in planning their daily routine. Important conversations are coupled with role modelling to help the child develop their independence skills, such as cooking, cleaning and taking care of their laundry.

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

The child feels safe living at this home and has trusting relationships with the staff. This is because the level of nurturing care provided by the staff helps the child to have a sense of belonging and safety.

Staff follow agreed protocols when missing-from-home incidents occur and have ensured that the child is returned home as quickly as possible. The manager takes a lead role in consulting with the child's social worker to agree on the strategies needed to reduce the likelihood of incidents reoccurring.

At times, staff have required assistance from the police when the child's behaviours have been unmanageable. The manager has provided guidance and direction to the staff to help them manage the escalation of incidents. This led to a review of the child's plan with more detail and new strategies for staff to follow. As a result, the staff have a better understanding of the child's vulnerabilities. This prevents further risk of the child being unnecessarily criminalised.

Post-incident debriefs and conversations of a restorative nature are not consistently taking place with the child. There have been missed opportunities for staff to help the child work through the restorative process and reach a shared resolution. This does not promote good relationships and may limit the child from developing empathy.

A window has not been secured after the child threatened to jump out of it. This could result in further incidents occurring and the child being harmed.

The effectiveness of leaders and managers: good

The manager and deputy manager provide strong and focused leadership to the team. They work effectively together to provide staff with high levels of support to sustain a culture of high aspiration for the child.

The home is nicely decorated and provides the child with a comfortable living space. The child's bedroom is personalised and there are photos of the child and their family displayed throughout the home. This helps to create a relaxing and homely atmosphere for the child to live in.

Staff are responsive to the child's needs. They have training and development opportunities that equip them to care for the child. These include regular supervision sessions and debriefs to reflect on their actions. The child also took part in behaviour management and restraint training alongside the staff. This has resulted in the child being fully aware of the actions staff are expected to take when dangerous situations arise. This has also promoted the child's relationship with staff and provided the child with a further opportunity to share their views and experience of being cared for.

Senior leaders are proactive at addressing gaps in staffing. Shortfalls in the daily rota have been covered by the management team working shifts. This minimises the impact of staffing changes and promotes a continuity of care for the child.

The manager has not notified the regulator about a serious incident, and another notification has been submitted late. This prevents the regulator from having oversight and assurance that the manager's decisions keep the child safe.

The care plan is not a child-friendly document and limits the child's ability to understand how staff should help them to make progress. However, the style and clarity of all other records mean the child has an increased understanding about their time living in the home.

The manager's system for monitoring and evaluating the service is effective. However, there was delay in them submitting their quality of care review to the regulator. This does not enable the regulator to have timely oversight of the quality of care and the outcomes for children.

Team meeting minutes do not always show that the child's needs have been central to the staff's discussions. They do not always show how the agreed actions influence the child's care plan. This limits the manager and staff's ability to reflect on their action plan to evaluate the effectiveness and appropriateness of their decisions.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d)) The registered person must ensure that the office window has sufficient security to prevent children from climbing out of the window.	20 November 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; or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	20 November 2022
After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (3)(4)(a))	20 November 2022

Recommendations

- The registered person should ensure that the children have easily accessible information about their care plan that is relevant to their cognitive needs. The plan should help staff to discuss the impact of their care with the children, or any changes they feel they might need to make to it. ('Guide to the Children's Homes Regulations, including the quality standards', page 18, paragraph 3.31)
- The registered person should ensure that when staff members have been involved in an incident with children, they have guidance, support and accountability to use restorative practice to help children. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.14)
- The registered person should ensure that team meeting minutes provide sufficient detail about the agenda items discussed to enable the team to use them to evaluate if progress has been made with the agreed actions. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)

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: 2589537

Provision sub-type: Children's home

Registered provider: Happy Group (UK) Limited

Registered provider address: West Walk House, 99 Princess Road East, Leicester, Leicestershire LE1 7LF

Responsible individual: Ranjit Bains

Registered manager: Mark Stewart

Inspectors

Aaron Mcloughlin, Social Care Inspector
Carol Jagger, Social Care Inspector

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