

2589537

Happy Group (UK) Limited

Monitoring visit

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.

The registered manager has been absent from the home since March 2021. There is an acting manager in post.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

A full inspection was completed at this setting on 5 May 2021. We, subsequently, visited the setting on 15 June 2021 to carry out a monitoring visit. Both reports are published on the Ofsted website.

Inspection date: 28 July 2021

This monitoring visit

At the full inspection on 5 May 2021, the inspectors found serious and widespread concerns in several areas of practice relating to the care and the support that children receive. As a result, children were found to be at risk of harm.

Ofsted issued two compliance notices under section 22 of the Care Standards Act 2000. These were in relation to regulation 12, the protection of children standard and regulation 13, the leadership and management standard. In addition, a condition was imposed that restricts the number of children living at the home.

A monitoring visit was completed on 15 June 2021. During the visit, the managers failed to evidence that they had made sufficient progress to meet the action plans set out in the compliance notices. As a result, the two compliance notices were unmet and were reissued.

This inspection visit occurred to assess the provider's response to addressing the two compliance notices. The provider has acknowledged the significant failings that were identified previously and has put in place an action plan to rectify these. This means that the compliance notices have been met and the restriction of accommodation has been lifted.

During this visit, the acting manager provided the inspector with supplementary information, to show what progress has been made in response to the two compliance notices. Consequently, the provider was able to demonstrate that sufficient progress has been made.

Managers have introduced a new shift leader system into the home. There is now a designated decision maker in the absence of the manager. Regular staff supervision and team meetings are now in place. As a result, staff have a better understanding of their safeguarding responsibilities.

Managers have made improvements in how staff are supported day-to-day. Detailed plans and risk assessments help staff to develop and to maintain the knowledge and the skills needed to reduce the risk of harm to children.

Managers have in place quality assurance systems to help them evaluate the strengths and the development needs of the home. This demonstrates that managers have improved their monitoring of the quality of care provided to children.

The independent visitor talks to the child about her experience of living at the home. A report is submitted to the regulator each month in line with the regulations. However, such events as key-work sessions or behavioural incidents are copied into the report from the provider's records. The independent visitor's reports lack curiosity, analysis and evaluation. This does not reassure the regulator that the independent visitor is rigorously scrutinising the quality of care provided to the child.

The progress the provider has made and the impact of this on the quality of care provided for children will be assessed at the next inspection. The additional requirements raised at the last inspection have not been reviewed at this visit. These will be explored at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/05/2021	Full	Inadequate

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; and 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 personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; and help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult. (Regulation 6 (1)(a)(b) (2)(b)(iv)(v)(vi)) This specifically relates to adapting how staff work and support children based on their individual needs.	13 June 2021
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure—	13 June 2021

that arrangements are in place to— plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs. (Regulation 14 (1)(b) (2)(b)(iii)(e)(i)) This specifically relates to disruption meetings taking place prior to decisions to end placements for children.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	15 August 2021
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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration;	13 June 2021

details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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 five 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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the	13 June 2021

outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	
If the person who is in day-to-day charge of the children's home proposes to be absent from the home for a continuous period of 28 days or more, the registered person must give notice in writing to HMCI of the proposed absence. Except in the case of an emergency or unforeseen absence, a notice under paragraph (1) must— specify with respect to the proposed absence— in the case of the absence of the registered manager, the arrangements that have been, or are proposed to be, made for appointing another person to manage the home during the absence, including the proposed date by which the appointment is to be made. (Regulation 48 (1) (2)(b)(v))	13 June 2021
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. (Regulation 44 (1) (2)(a)(b) (3)) This specifically relates to visits being undertaken at the home and obtaining the views of parents and other	13 June 2021

appropriate professionals.	
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Recommendations

- The registered person should ensure full recruitment and verification checks are completed, including the reason for leaving previous role if this was working with children or vulnerable adults. Staff are to receive regular supervision and performance management of staff safeguards of children and minimise potential risks for children. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

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: 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: Post vacant

Inspector

Aaron Mccloughlin, Social Care Inspector

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