

2617499

Registered provider: Harmony Residential Homes Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private organisation. It is registered to provide care for five children with social and emotional needs, or who have experienced trauma which has left them vulnerable.

The registered manager left in October 2021. There is an acting manager in post who is not yet registered with Ofsted.

Inspection date: 19 January 2022

Date of last inspection: 16 June 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judged that it has sustained effectiveness.

The acting manager has addressed three of the four requirements and two of the three recommendations that were raised at the last inspection. One of the requirements and one recommendation have not been addressed. These have been raised again along with one further recommendation.

When a child moved into the home, the manager assessed their needs and planned the move. This was carefully detailed and included visits and overnight stays before the move. The associated risks have reduced for this child since moving to the home. However, the staff have not received training to support the child's specific diagnosis. This lack of training and knowledge means that staff are not properly equipped to support this child.

There are two children currently living at the home. Following an unsettled period earlier in the year, the acting manager has not taken any new children into the home. This has provided the two children with less change and increased stability. Both children benefit from good relationships with the staff and a structured routine. The staff fully support the children's hobbies and activities, which helps the children to develop their skills and interests. One child engages regularly with a tutor who comes to the home, and the other child is applying for an apprenticeship in childcare.

The registered manager left three months ago. Since then, the experienced deputy manager has provided day-to-day management of the home. She has been supported well by the responsible individual and has maintained a clear focus on the children's needs.

The staff have been considerably affected by the COVID-19 pandemic. This has led to several staff being off work and other staff working extra hours to cover shifts. The staff have worked together tirelessly to maintain consistent support for the children.

Children benefit from spacious communal living areas and a large garden. The house is freshly painted, clean and comfortable. Any damage to the house is quickly repaired. The children are encouraged to take care of the home and the garden. At times, staff ask the children to help with maintenance in replacement of a sanction. This helps children to understand the repairs and costs caused by any damage.

The children are encouraged to respect the house rules, maintain a daily structure and helped to recognise potential risks to their safety. The staff use a token

incentive scheme that works well. However, the records and oversight of sanctions are not good enough. At times, the staff stop children's free time and internet access without any detail of the timescales. This does not help the staff to maintain a clear and consistent approach or help children to understand the sanction.

One child leaves the home regularly for short periods of time. The staff always follow the child. On occasion, these events have developed into a missing-from-care incident and the police have been called. The incidents are not long in duration and the manager has arranged an independent return home interview for the child each time. However, the information from these interviews is not used to inform the child's risk management plan.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/06/2021	Full	Requires improvement to be good

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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) Specifically, ensure that all staff access the relevant training to support and meet the children's needs. This requirement was made at the last inspection and is restated.	25 February 2022

Recommendations

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to children's homes regulations, including the quality standards', page 45, paragraph 9.30)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. In particular, ensure that records of sanctions include the duration of the sanction and children's feedback. ('Guide to children's homes regulations, including the quality standards', page 46, paragraph 9.36)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2617499

Provision sub-type: Children's home

Registered provider: Harmony Residential Homes Limited

Registered provider address: 155 Cross Road, Mawneys, Romford RM7 8EA

Responsible individual: Sajida Kiyanni

Registered manager: Post vacant

Inspector

Deirdra Keating, Social Care Inspector

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