

# 2717339

Registered provider: HATCH Group

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned. It is registered to provide care for one child who experiences social and emotional difficulties.

An application has been made to register for the vacant manager post.

**Inspection dates: 16 and 17 July 2024**

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 27 June 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 27/06/2023      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home and garden are very well presented. Internally, furnishings are comfortable and cosy. There are personal touches around the home that reflect the child living in the home. The home is clean and well maintained and free from any hazards, providing a safe environment. The child's bedroom is suitably furnished with sufficient storage space for their personal belongings. It has been personalised and is age appropriate.

A representative from the placing local authority reported that managers and staff have been able to provide a stable home for the child. This is significant progress for the child, who has experienced a number of moves. During this time, the child has been successfully supported to access education and chose to undertake online courses to develop their understanding of risk. As a result, the child had been able to manage their free time in the local community safely. They also made further progress obtaining a part-time job.

Managers and staff talk about the child in a caring and affectionate manner. They are ambitious for the child, providing support and guidance to develop the child's independence in line with their age and stage of development. The child had been successfully supported to reduce their risks and vulnerabilities. Managers and staff continue to work effectively reduce risk.

Sadly, the child was missing from home at the time of this inspection. Therefore, there was no opportunity to ascertain their direct views of their experience of living in the home. Managers and staff are consistent and extremely proactive in their approach to locate and bring the child home.

Key professionals report the child having positive relationships with staff. As a result, the child can accept care and nurture from staff. This includes accepting hugs and hand and foot massages. The child has a number of photographs of them with staff which are displayed in their bedroom, reflecting the time they have lived in the home.

Managers and staff ensure that good arrangements are in place to support the child's physical health, emotional and psychological needs. They make timely referrals to external child mental health services. This has included art therapy. Staff are supported with regular clinical consultation to develop their understanding of the child's presenting and changing emotional needs.

The child is being provided with regular and natural opportunities to share their wishes and feelings. Topics include identity, self-esteem and self-worth. The child is supported where possible to contribute to their care planning. The child has expressed their wish to move to live in semi-independent accommodation. Staff have been working hard to support the child's independence and life skills. However, the child's level of missing from home episodes is impacting on progress.

The child is supported to maintain their links with their family in a safe and supportive manner.

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

Managers and staff have a good understanding of the child's risks and vulnerabilities. There are robust risk assessments in place that are regularly reviewed. Following an incident when the child went missing from home after their risk assessment was updated, the manager took immediate action to ensure that waking night staff had a clear understanding of the risks and measures in place to support the child.

There is effective partnership work with key safeguarding agencies. This involves direct work with key agencies across different areas when the child has been identified as missing. The manager and staff have challenged an agency they believe has, at times, fallen short in working together to locate the child.

Managers are working closely with the placing authority and other key safeguarding agencies to keep the child safe. External professionals reported that the work that staff undertake to keep the child safe and reduce risk is excellent considering the child's high levels of risk.

The manager and staff are very proactive in their approach to protect and safeguard the child. They actively search for the child when they go missing from home and travel long distances to locate and bring the child home.

Staff ensure that the child receives the healthcare and emotional support on their return home. Arrangements are in place to undertake return home interviews with the child. There are focused key-work sessions to support the child to develop their understanding of their risks and vulnerabilities.

Managers and staff have a high level of commitment to the care and safety of the child. Feedback received from professionals is that managers and staff go 'above and beyond' in their care and protection of the child.

### **The effectiveness of leaders and managers: good**

Managers and leaders are ambitious for the child and are working hard to safely maintain them living in their home. However, they are being realistic about whether they can keep the child safe due to their high needs. The manager has effective relationships and communication with key agencies to ensure the child receives additional support to reduce risks.

The manager has high expectations of her staff and ensures that she provides a range of support which offers guidance and reflection. This includes regular and effective one-to-one supervision, team meetings, group and one-to-one clinical supervision. She provides

support and challenge where required and is confident to make decisions when staff practice falls short.

Staff talk very positively about the manager and leaders and informed they are supported and enjoy working at the home.

The manager is eager to upskill and develop her staff, with the aim to provide staff with career opportunities in the home. She is able to identify her own and staff's areas of strength and development.

The manager uses a range of tools to keep good oversight of the home. Information gathered is analysed and used to identify what the home is doing well, and areas for development. The manager has a vision for the home and is utilising the information from her oversight for continued development.

Feedback received from key agencies was that the manager ensures good, timely communication and information-sharing. She plays a pivotal role in supporting the progression of the child's care planning.

The manager is very committed to the care and protection of the child. This commitment is also shared by staff, who are working with the best interests of the child in all they do.

The manager informed she is receiving regular and effective supervision from senior managers. She is also able to call for support at any time if needed.

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

### **Recommendations**

- Staff need the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. ('Guide to the Children's Homes Regulations, including the quality standards, April 2015,' page 43, paragraph 9.12)

### **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:** 2717339

**Provision sub-type:** Children's home

**Registered provider:** HATCH Group

**Registered provider address:** Suite A, Best House, Grange Business Park, Leicester LE8 6EP

**Responsible individual:** Amy Watson

**Registered manager:** Post vacant

## Inspector

Angela Duffus-Palmer, Social Care Inspector

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