

2733224

Registered provider: Heart and Home Living LTD

Assurance 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 up to three children with emotional and social difficulties. At the time of the inspection, there were two children living at the home.

The registered manager position has been vacant since 30 August 2023.

Inspection date: 9 January 2024

Date of last inspection: 20 September 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The four requirements made at the last inspection have been met.

The home is well maintained and is a nice environment. Children said that they liked the home and the staff. One child's social worker said, 'She [the child] has expressed to me that she is happy here and positive relationships have been formed with the staff.'

Children are making good progress in their education. Staff help the children to learn. One child's school is not in the local area and requires a lengthy journey. Staff take the child to school to ensure that they are supported prior to and after their education.

Children's care plans provide staff with direction in providing care to children. They are reviewed and updated regularly by the manager. Plans include any time that children spend with family members. This is supported by staff. It also includes details of clubs and activities that children are involved with.

Children's individual risk assessments and behaviour support plans are detailed. They identify the individual support required to meet each child's needs. However, on one occasion, a staff member failed to follow procedures and recognise risk. This involved the administration of medication. This was responded to appropriately by the manager and senior leaders.

Children do not go missing from care. There are clear procedures for staff to follow if this should happen.

There have been many changes in the staff team since the last inspection. A new manager and deputy manager are now in position. They are aware of the strengths of the staff team and areas that need further development. They are experienced and reflective of practice. Prompt action has been taken to address staff practice that did not meet standards.

The manager ensures that staff receive regular one-to-one supervisions. There are also effective weekly team meetings. The manager uses these to develop staff's practice. The responsible individual also attends all team meetings.

The manager has not ensured that all staff receive a thorough induction process. This was particularly weak for one recent starter. This was acknowledged by the manager. The deputy manager has amended the induction booklet to improve the process.

The manager uses comprehensive quality assurance processes. This includes a weekly audit provided to the responsible individual. There is evidence of management oversight of reports and records. The manager and deputy work alongside staff to support and observe staff practice.

The manager has not yet applied to become registered with Ofsted. The home has not had a registered manager since August 2023, and so it is important that the manager becomes registered with Ofsted to meet this statutory requirement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/09/2023	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 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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(iii)) This specifically refers to staff always following safe practice when administering medication.	9 February 2024
The registered person must— ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a)) This specifically refers to staff receiving a thorough induction to the home even if they have previous experience in residential children's homes.	9 February 2024
The registered person must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a))	15 March 2024

Children's home details

Unique reference number: 2733224

Provision sub-type: Children's home

Registered provider: Heart and Home Living LTD

Registered provider address: Highbank, Greenbank Crescent, London NW4 2LA

Responsible individual: Tanya Humphries

Registered manager: Post vacant

Inspector

Shaun Caplis, Social Care Inspector

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