

SC063813

Registered provider: DMR Services Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides accommodation for up to six children who have experienced childhood instability leading to trauma and associated complex behaviours.

The manager was registered with Ofsted in November 2010 and has completed her level 5 qualification.

Inspection date: 12 March 2019

Judgement at last inspection: good

Date of last inspection: 26 June 2018

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 good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

At this inspection, significant shortfalls in fire safety arrangements were identified. Internal monitoring arrangements are ineffective as managers do not recognise potential fire safety risks in the home. These include staff not knowing how to operate fire exits, fire doors not closing and inaccessible fire extinguishers.

Some internal monitoring systems are weak because they do not routinely include formal feedback from professionals, staff or young people. New practice initiatives are not routinely monitored to ensure consistency. This means that the manager misses opportunities to demonstrate some young people's progress and ways in which some young people's views are taken into account.

Staff practice of locking certain doors restricts young people's access to their home. The doors to a downstairs lounge and kitchen are locked and not accessible to young people at

specific times. This has become part of the normal routine of the home. Monitoring equipment inside the home, though not in operation, is not appropriately explained to young people. Furthermore, a television in the lounge is behind a screen and the need for this has not been reviewed. These issues do not contribute to a homely environment for young people. In addition, staff use external control measures to manage some young people's behaviour, rather than working with young people to enable them to learn how to manage some aspects of their behaviour more appropriately.

Staff successfully de-escalate most incidents of challenging behaviour. Physical interventions are only needed on rare occasions to keep individuals safe. Debriefs with young people and staff are evident following an incident. However, in a minority of incidents, when the manager is involved in the physical intervention, there is no independent evaluation of the measure.

The statement of purpose does not reflect the current operation of the home. The independence flat is not referred to in the statement of purpose. An inaccurate statement of purpose has the potential to mislead those who read it.

The manager has taken effective action to ensure that the shortfalls identified at the last inspection have been addressed. She is taking appropriate steps to develop staff knowledge of the specific needs of young people. For example, the manager uses opportunities in team meetings to enhance staff understanding about personality conduct disorders.

Detailed risk assessments highlight young people's risky behaviours and vulnerabilities. These incorporate the views of young people. Managers regularly review these documents. They ensure that these include step-by-step actions for staff to follow to manage and reduce known risks. This collaborative approach enables young people to make progress, and to learn to manage their own risks.

The home is currently undergoing a period of redecoration to enhance its homeliness. The young people are involved and have contributed to decor choice.

Incidents of young people going missing from the home are reducing. When young people do go missing, staff take action to try to locate them quickly. However, when young people return, they do not always have the opportunity to talk to someone independent about why they went missing from home or what happened while they were away. This does not promote young people's safety and welfare.

Young people enjoy positive and trusting relationships with staff. They say that they are happy living here and that staff listen to them. Young people participate in activities with staff, including ice hockey and trips to theme parks and cinemas. As a result, young people develop interests and have fun.

Most young people have made progress in attending and engaging in education. Some young people who previously had not regularly accessed education have been supported to attend alternative provisions and are making positive progress. Young people develop good independence and social skills. For example, one young person has sought and maintained a part-time job.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2018	Full	Good
01/11/2017	Full	Requires improvement to be good
07/02/2017	Interim	Improved effectiveness
25/05/2016	Full	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 children's views, wishes and feelings standard is that children receive care from staff who take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document. (Regulation 7(1)(c)(2)(c)) This is in specific relation to the use of security cameras.	13/05/2019
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 use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(2)(h))	13/05/2019
The registered person must keep the statement of purpose under review and, where appropriate, revise it and notify HMCI	13/05/2019

of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16(3)(a)(b)) This is in specific reference to the inclusion of the semi-independence flat.	
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21(b)(c)(ii)(iii)(iv))	13/05/2019
After consultation with the fire and rescue authority the registered person must take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home; provide adequate means of escape from the home in the event of fire; make arrangements for persons working at the home to receive suitable training in fire prevention; and ensure by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25(1)(a)(b)(c)(d))	13/04/2019
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. (Regulation 35 (1)(a)(b)(2))	13/05/18
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(2)(b)(5))	13/05/2019

Recommendations

- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide 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 the children's homes regulations including the quality standards', page 45, paragraph 9.30)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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.

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: SC063813

Provision sub-type: Children's home

Registered provider: DMR Services Ltd

Registered provider address: DMR Services, 102 Queslett Road East, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Sally Neville

Registered manager: Samantha Turley

Inspectors

Anne Daly, social care inspector

Jackie Line, regulatory inspection manager

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