

SC474179

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. The home provides care for up to four children whose adverse childhood experiences can lead them to exhibit complex behaviours.

The home is currently without a registered manager. The previous registered manager left his post on 8 October 2021. A new manager, who was appointed in August 2021, to take over from the previous registered manager left her post in September 2021. An acting manager is currently in place until a permanent manager is appointed to the home.

Inspection dates: 2 to 3 November 2021

Overall experiences and progress of children and young people, taking into account **good**

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 July 2021

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

Ofsted conducted a full inspection of this children's home on 27 and 28 July 2021. As a result of the inspection, the home was judged to be inadequate. Ofsted issued three compliance notices under regulations 13, 14 and 32.

A monitoring visit was carried out on 6 September 2021 to review the action that the provider had taken to meet the three compliance notices. The monitoring visit found that sufficient action had been taken for the compliance notices issued under regulations 13 and 14 to be considered met. The compliance notice under regulation 32 had not been met and was reissued.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2021	Full	Inadequate
23/10/2019	Interim	Declined in effectiveness
22/05/2019	Full	Good
14/08/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, no children have moved into or out of the home. One child remains living in the home.

The child receives consistent care from a stable staff team. This enables the child to develop trusted relationships with the people who care for him. Staff know the child well and understand his needs. As a result, staff provide individualised care that enables the child to make progress in all aspects of his life.

Staff are proactive in ensuring that the child's health needs are met. This includes ensuring timely access to specialist services when the need arises. This positive response prioritises the child's health.

Staff recognise the impact of the child's disrupted education history and are sensitive to this. Staff develop positive working relationships with education colleagues. Staff commitment to ensuring that the child has access to appropriate education is supporting him to achieve his potential.

Staff take pride in the progress that the child has made since coming to live in the home. However, staff do not consistently reward his achievements. This is a missed opportunity to recognise and celebrate the child's progress.

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

Risk assessments are sufficiently detailed and are updated to reflect new or emerging risks. This ensures that staff are well equipped with strategies to keep the child safe.

Staff implement a consistent plan of behaviour support. This ensures that the child understands what is expected of him. A focus on de-escalation means that incidents in the home are reducing. Specifically, there have not been any incidents when staff have been required to physically intervene since the last inspection in July 2021.

Staff understand the risks if the child goes missing from home, and they are quick to respond in these situations. This includes spending many hours looking for the child in the community. Good multi-agency working and information-sharing with the police and social workers helps to ensure the child is returned home safely.

Managers have strengthened the arrangements for the safe recruitment of staff. This means that managers are assured that staff who are employed in the children's home are suitable.

The effectiveness of leaders and managers: good

The home has had inconsistent management since the last full inspection. During this time three managers have overseen the home. In addition, there have been two changes in deputy manager. The current acting manager is employed as a senior manager in the organisation and has taken responsibility for the day-to-day oversight of the home. She has worked hard to instil improvement. This is evidenced by all requirements from the last inspection being met, as has the compliance notice for regulation 32.

There have been significant improvements in the training and development for staff. Training is targeted to ensure that staff are well informed and confident to meet the needs of the child who lives in the home.

Managers have improved the support arrangements for staff. Staff who come to work in the home receive a thorough induction. Managers ensure that staff have regular supervision. All staff receive an annual review of their performance. These systems ensure that staff have ongoing opportunities to reflect on and develop their practice.

Managers have taken action to increase staff understanding of complaints and how to manage these. However, this development is untested as the home has not received any complaints since the last inspection.

The acting manager has implemented improved systems to support her to monitor and review the home. However, these are not yet fully embedded, and some omissions remain. For example, the acting manager had not identified an example of cut and paste of information between records. The acting manager has plans to further develop this element of the service.

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

Recommendations

- The registered person should ensure that staff understand and implement the system for rewarding and celebrating positive behaviour and recognising where children have managed situations well. ('Guide to the children's homes regulations, including the quality standards', page 47, paragraph 9.39)
- The registered person should ensure that internal monitoring systems are used effectively to maintain oversight of the children's home. ('Guide to the children's homes regulations, including the quality standards', page 55, paragraph 10.24)

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: SC474179

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: Unit 6 Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Emma Smith

Registered manager: Post vacant

Inspector

Tracey Coglan Greig, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021