

# SC424759

Registered provider: Harmony Children's Services

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately run children's home that provides care and support for up to three children who may have social and emotional difficulties and learning difficulties.

The manager has been registered at the home since August 2013.

There were two children living at the home at the time of this inspection.

### Inspection dates: 24 and 25 January 2023

**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:** 15 March 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/03/2022	Full	Good
12/06/2019	Full	Good
25/09/2018	Full	Good
15/01/2018	Full	Good

## Inspection judgements

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

The children living at this home are settled and making progress. This is because they are provided with a high standard of individualised and nurturing care from the adults who look after them.

Children respond well to the structure and routines in place at this home, which are individual to each child's identified needs. Both children have made progress in all areas of their lives since they moved into this home. This is because staff provide children with care that is consistent and predictable, which provides them with a sense of security and stability.

Children are making progress in their education from their starting points. The manager and staff are committed to removing the children's barriers to education. Staff work in partnership with educational settings to ensure that children receive the right support in school. For one child, this has meant that they have improved attendance. For the other child, this collaborative approach has meant that their additional health needs are being met.

Children have experienced improved health since they moved into this home. This is because there is a strong multi-agency approach, where the manager and staff work collaboratively with health professionals. This ensures that staff are better equipped to meet the children's needs, which means that children are receiving the right support. One health professional said, 'The child has done extremely well since they moved into the home.'

Children enjoy positive and trusting relationships with staff. Staff have open and honest conversations with children, in line with their plan. They respond sensitively to children when they talk about topics that are specific to children's individual needs. Records of conversations between children and staff capture the children's wishes and feelings.

Children are helped to see the people who are important in their lives. Staff build positive relationships with families. One parent said, 'Staff are brilliant, they can't do enough for the child.'

Children are supported to take part in activities, such as day trips, dog walking, trampolining and go-karting. Staff consider the children's health needs when they plan activities. This means that children are helped to enjoy activities that provide them with new experiences.

Children are helped to prepare for living independently in the future. Staff understand the children's starting points and their abilities. Children are helped to become independent in their personal self-care. Staff help children to overcome their anxieties about independence by supporting them at a pace that is comfortable for

them. This positive approach increases the likelihood that children are better equipped to live independently in the future.

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

The children who live at this home are happy and settled. Staff understand the vulnerabilities and risks to the children in relation to their physical and emotional health. Staffing ratios are high, and this means that children receive supervision and support in line with their individual risk assessments and plans.

There is a multi-agency approach to the assessment of the risk to children. There are robust plans in place. These provide staff with guidance and clear steps to follow to mitigate some of the risks to the children. This positive and informed approach means that staff are better equipped to ensure that children are increasingly safe.

Staff are clear on their responsibilities and the steps that they must take when a child is missing from home. Records show that the action that staff take when a child is away from the home without permission is proactive and in line with the child's plan.

Records for children who have now moved out of the home show that staff respond well to serious incidents. The strategies staff use to support children to manage the difficult emotions that they are experiencing are clear in the children's records.

When children have been restrained, the action that staff have taken has been necessary and proportionate to reduce the risk of harm to the child. However, discussions with the user of the restraint and with the child have not always happened within the relevant timescale to meet the regulatory requirement.

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

The manager is experienced and suitably qualified. She is committed to be a role model of positive practice and ensures that she sets clear expectations for staff. This means that children receive good-quality care from a team who are motivated and want the best outcomes for children.

The manager has ensured that the transitions for children moving into and from the home have happened in a supportive and planned way. When a child has moved into the home, she has considered the risks for the child and the impact on the children already living at the home. This well-considered approach has meant that the children are happy and settled, are making progress and like living together.

The manager has built strong relationships with other professionals who are involved with the children. The manager and staff understand the importance of partnership working to ensure that children receive the right support. Professionals said that good communication and sharing information are strengths of this home.

The manager ensures that staff have access to the relevant training and resources to meet the needs of the children living at the home. When children have additional health needs, she has ensured that staff have received training and support from health professionals involved in the child's care. This means that children receive the right support in line with their plans.

Staff said that morale is high and that they feel supported by the manager. Records show that supervision is reflective and provides staff with the opportunity to discuss the changing risks for children and their plans. However, staff, including those newly appointed, have not received regular supervision. This hinders staff's learning and development and has the potential to impact on the quality of care provided to children.

There are auditing and monitoring systems in place to track the risks to children, the progress that children are making and the development of staff. However, the systems in place have not identified some shortfalls, such as the supervision of staff and the gaps in some records relating to the restraint of children.

The manager has not supplied the regulator with a copy of the review of the quality of care report within the expected timescale.

The manager has assessed the location of the premises to ensure that the home is appropriate and suitable for the children living there. However, while there is evidence of consultation, the information has not been included in the review. The manager has not demonstrated in the written document that they have consulted with and taken into account the views of each relevant person.

## 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
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b))</p>	<p>27 February 2023</p>
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c))</p>	<p>27 February 2023</p>
<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (4)(a))</p>	<p>27 February 2023</p>

## **Recommendations**

- The registered person should review the appropriateness and suitability of the home's location at least once a year. They should ensure that when conducting the review and consulting with relevant people, that the views of each relevant person are considered. They should record the views of each relevant person. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

## **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:** SC424759

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

**Registered provider:** Harmony Children's Services

**Registered provider address:** 3 Park Square, Leeds LS1 2NE

**Responsible individual:** Mark Raw

**Registered manager:** Janet Brisby

## **Inspector**

Rachel Webster, Social Care Inspector



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