

2677619

Registered provider: Helm Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns the home. It provides care for up to three children who experience social and/or emotional difficulties.

One child was living at the home at the time of the inspection and was seen by the inspector.

There is a registered manager in post.

Inspection dates: 14 and 15 June 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: 12 October 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The manager and staff have built good relationships with the child and encourage them to share their views, wishes and feelings about their care. The manager and staff have high aspirations for the child and provide a caring and nurturing environment for them.

Managers and staff provide the child with individualised care. The child's plans are understood and followed by staff. The manager advocates on behalf of the child to ensure their needs are met, and they receive consistent care.

Children's moves into the home are carefully planned. The management team ensures that children's views are taken into account so transitions are managed well. This helps children to feel listened to and informed about the changes that are happening in their lives.

The child's health needs are prioritised. They are registered with local health services and attend routine appointments. A clinical team supports the manager and staff to ensure they can meet the child's emotional health and well-being needs.

Before moving into the home, the child did not attend education. The child now attends education. The staff and the manager work closely with educational professionals and regularly review education plans to ensure that the child is supported to make progress. The manager should ensure she has a copy of the child's personal education plan (PEP). This would support staff to help the child meet their educational targets.

Staff support the child to see their family. Staff have good relationships with family members, which means the child can maintain relationships with people who are important to them.

The home is decorated and furnished to a good standard. The child is encouraged to have a choice in the decoration of their bedroom and to personalise their own space. The child is supported to look after their pets.

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

The safety and welfare of children are at the centre of staff's practice. This helps staff keep children safe. Children's risk management and positive handling plans address their vulnerabilities and include clear strategies for staff to follow.

All staff are trained in physical intervention and de-escalation techniques. At times, staff have had to physically intervene to keep children safe. The manager has reviewed this practice to be proportionate and necessary to keep children and staff safe. Plans are reviewed and updated following any incidents.

The child does not go missing from care. However, should this change, suitable plans and protocols are in place for staff to follow to support the child's safe return.

Staff talk to children to help them understand their thoughts and feelings. They also help them to reflect on any incidents or risk-taking behaviours. The manager takes appropriate action and communicates effectively with other professionals to ensure that children are safe living in the home.

External professionals are complimentary about the quality of the care children receive and gave positive feedback. A social worker said, 'Staff are very consistent in their approach to [name of child]. I feel they all work off the same page.' This ensures the child is safe and has clear structure and routines in place.

The child's parent and professionals working with the child feel the child is safe living at the home, and staff help to keep the child safe. One parent said, 'The care [name of child] receives from the home is good and I can't fault the staff.'

The effectiveness of leaders and managers: good

The manager has been in post since the home opened and has the relevant management qualification and experience. She has high aspirations for children in her care and the development of the staff team. Shortfalls identified at the previous inspection have been addressed.

The independent visitor reviews the home on a monthly basis. The review gives a clear overview of the service. However, it is not always clear if the visitor feels the children are safeguarded and their welfare is promoted. Consistent feedback from children, professionals, parents and staff would support the manager in further developing the service.

Staff receive regular reflective supervision and training in line with procedures. This allows the manager and staff to reflect on their practice to ensure they continue to meet the needs of the children. Staff also receive additional training tailored to meet the individual needs of the children before they move in.

New staff receive a thorough induction that provides them with a detailed programme of training and guidance in their new role. The manager and staff have not had their performance formally appraised in line with regulation. This means staff do not have clear goals, objectives and aspirations to work towards.

The manager uses effective monitoring and reviewing systems. This helps her to evaluate the strengths and weaknesses of the service and to take swift action to address any shortfalls as they arise.

Staff spoken to were very positive about the support they receive from the management team. One member of staff said, 'The care and support for staff's

welfare after an incident is amazing, they will often follow up with a phone call to check in on you. I can't fault them, I love coming here, it's brilliant.'

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans.</p> <p>(Regulation 8 (1) (2)(a)(i))</p> <p>This specifically relates to the manager ensuring they have a copy of the PEP for the children.</p>	<p>30 July 2023</p>

Recommendations

- The registered person should ensure that all staff must have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home’s care. As part of the performance management process, poor performance should be addressed by a timely plan to bring about improvement. (‘Guide to the Children’s Home Regulations, including the quality standards’, page 61, paragraph 13.5)
- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home’s arrangements for safeguarding and promoting the welfare of the children in the home’s care. This individual should specifically state whether or not the children are safeguarded, and their welfare is promoted. Consistent feedback should be sought from children, staff, professionals and parents. (‘Guide to the Children’s Home Regulations, including the quality standards’, page 65, paragraph 15.5)

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: 2677619

Provision sub-type: Children's home

Registered provider: Helm Care Services Limited

Registered provider address: 4 Woodside Avenue, Shipley BD18 4EQ

Responsible individual: Rachel Greenwood

Registered manager: Corinne Hartley

Inspector

Julie Elder, Social Care Inspector

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