



Monitoring Quality

Version number:	Version 1	Document owner:	HND Children's Care Ltd.
Version Date: Review Date:	January 2026 January 2027	Document ID number:	8.5 Monitoring Quality Policy
Version expiry:	January 2027	Document classification:	Final
Version status:	Live document		

Regulations and Standards:

The Children's Homes Regulations 2015:

- Regulation 13 - The leadership and management standard.
- Regulation 44 - Independent person; visits and reports.
- Regulation 45 - Review of quality of care.
- Regulation 49 - Notice of changes.

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1. Regulation 44 Visits:

HND Children's Care Ltd will arrange for all its homes to receive monthly visits from an Independent Person. These visits are an on-going process that identifies where you are at any given point in time and provides a potential basis in moving forwards. This is only a small element of this process; the allocated Independent Regulation 44 visitor will undertake the visits. This individual is independent of the home. The visits should usually be unannounced but can be announced if it is necessary to arrange to meet a particular person.

The visit will be for a minimum of one hour. The person should complete a written report of the visit, outlining recommendations for improvement, the report should be shared with the manager, with the opportunity to make comment e.g., if there is disagreement with the comments and recommendations.

The report should be logged in the home for the manager and staff to read and respond



to. If there are any issues of concern, the manager should take action to address them.

A copy of this report is sent to the Placing Authority, if requested, and to the Regulatory Authority as required.

The person undertaking the visits may undertake specific checks and have access to what records s/he sees fit. This will also focus on themes or issues including the following:

- Meet and talk to children (in private where the children agree) and staff of the home to ascertain their views, comments and any complaints about the running of the home.
- Read the Daily Log, records of Restraints, Incidents, reports of Notifiable events.
- Checks of any disciplinary measures and use of restraint in the home.
- Read the records of Comments, Representations and Complaints and (Child Protection Referrals), commenting on the frequency and type made and whether they appear to have been dealt with adequately.
- Read and comment on the record of Children's and Staff Meetings, or other methods used by the manager to consult the children and staff, held in the home. The person should also check that staff supervision has taken place as required.
- Check on the physical condition and decoration of the home, including the children's bedrooms.
- Consult with placing authorities and parents (where applicable).

Independent person visits and reports:

44. (1) The registered person must ensure that an independent person visits the children's home at least once each month.

(2) When the independent person is carrying out a visit, the registered person must help the independent person—

1. (a) if they consent, to interview in private such of the children, their parents, relatives and people working at the home as the independent person requires; and 2. (b) to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires.

(3) A visit by the independent person to the home may be unannounced.

(4) The independent person must produce a report about a visit (the independent person's report) which sets out, in particular, the independent person's opinion as to whether—

1. (a) children are effectively safeguarded; and
2. (b) the conduct of the home promotes children's well-being.



(5) The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions.

(6) If the independent person becomes aware of a potential conflict of interest (whether under regulation 43 (3) or otherwise) after a visit to the home, the independent person must include in the independent person's report—

1. (a) details of the conflict of interest; and
2. (b) the reasons why the independent person did not notify the registered provider of the conflict of interest before the visit.

(7) The independent person must provide a copy of the independent person's report to—

1. (a) HMCI;
2. (b) upon request, the local authority for the area in which the home is located.
3. (c) the placing authorities of children.
4. (d) the registered provider and, if applicable, the registered manager; and
5. (e) the responsible individual (if one is nominated).

2. Regulation 45 Reviews:

Every Six months, the manager for the home must undertake a review of the performance of the home and quality of care provided.

On each occasion, it will be necessary to review the matters covered in Appendix 1: Matters to be Monitored:

The managers must produce a report of their findings and recommendations and produce a development plan.

Reviews of quality of care:

45.— (1) 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.

(2) In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—

1. (a) the quality of care provided for children.
2. (b) the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and
3. (c) any actions that the registered person considers necessary in order to improve or



maintain the quality of care provided for children.

(3) After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).

(4) The registered person must—

1. (a) 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; and
2. (b) make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

(5) The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

Appendix 1: Matters to be Monitored:

Checklist:

The following must be reviewed / undertaken every six months:

- All Regulation 44 Reports and establish if any outstanding matters should be resolved/addressed; if so, make suitable arrangements for change.
- Check that all children have an up-to-date Placement Plan, Personal Education Plan (PEP) and Health Care Plan.
- Review all Incident Reports and notifications made (see ‘Delegated Authorities and Notifications Procedure’) and make / recommend necessary practice / procedural changes.
- Conduct a Children's and Staff Meeting specifically to canvass views on improvements that could be made to improve the performance of the home and quality of care provided.
- The deposit and issue of money and other valuables handed in for safekeeping.
- Daily menus.
- All accidents and injuries sustained in the home or by children accommodated there.
- Any illnesses of children accommodated in the home.
- Complaints in relation to children accommodated in the home and their outcomes.
- Any allegations or suspicions of abuse in respect of children accommodated in the home and the outcome of any investigation.
- Staff recruitment records and conduct of required checks for new workers in the home.
- Visitors to the home and to children in the home.
- Any unauthorised absence from the home of a child accommodated there.
- The use of measures of control, restraint and discipline in respect of children



accommodated in the home.

- Risk assessments for health and safety purposes and subsequent action taken.
- Medicines, medical treatment and first aid administered to any child accommodated in the home.
- In the case of a qualifying school, the standards of educational provision.
- Duty rosters of persons working at the home, and the rosters actually worked.
- The home's daily log of events.
- Fire drills and tests of alarms and of fire equipment.
- Records of appraisals of employees.
- Minutes of staff meetings.

On a monthly basis, the managers must also review the Home's Statement of Purpose, and make necessary improvements, which should be submitted by the Regulatory Authority (Ofsted) within 28 days.

End.