

1214266

Registered provider: Platform Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to four children who may have social and emotional difficulties.

Inspection dates: 5 and 6 April 2022

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

How well children and young people are helped and protected requires improvement to be 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: 10 August 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/08/2021	Full	Good
14/01/2020	Full	Outstanding
14/11/2018	Full	Outstanding
17/01/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children are positive about their care, and they describe staff as being kind and helpful. Children like the manager and state that she tries her best to 'make things happen'. They say that she is fair and consistent. Children look forward to spending time with staff after school. They ask for hugs and eat together at the dinner table.

Overall, children have harmonious relationships with each other. However, when dynamics are strained, staff know how to intervene to de-escalate situations effectively. Although some children display behaviours that can be challenging at times, staff work through these periods and offer continued support and nurture to children. One social worker described the staff team as 'brilliant' and explained that they 'never give up' on her child.

All children spend time regularly talking with staff and doing activities with them. Children's birthdays are celebrated, and friendships are supported. Where appropriate, children are supported to take age-appropriate and well-managed risks, such as walking to the shop on their own or travelling to school on their bike.

Although some of the children struggle in educational settings, all children have an educational placement. However, some children's education plans are drifting and there is no evidence of the manager advocating effectively on behalf of children to resolve this. Staff work hard to motivate children to attend lessons and to read in their spare time.

How well children and young people are helped and protected: requires improvement to be good

The manager is not yet consistently recording complaints or concerns. For example, some documents refer to complaints being made; however, these complaints or concerns have not been formally recorded. Therefore, it is unclear what action the manager has taken to resolve these matters.

On occasions, some children have made allegations about staff or other adults. These incidents have not been recorded or responded to effectively. For example, there is no written evaluation of why allegations may have been treated as unfounded. When allegations have been made against adults or children who are not at the home, these have not always been reported to Ofsted.

Staff are buying one child disposable vaping devices, despite the child not being old enough to use them. Although the manager states that this is happening at the request of the child's previous social worker, there is no evidence of this agreement in writing.

Children have boundaries within the home, and they understand what is expected of them in terms of acceptable behaviour. Although discussions with children happen regularly, more could be done to encourage children to reflect on their emotions and coping mechanisms.

The effectiveness of leaders and managers: good

The manager has ensured that the home is decorated to a good standard. Children's bedrooms are well maintained and personalised.

The manager has a good relationship with the children. They respect her and listen to advice given. The manager chats with the children and responds to requests made at children's meetings. The manager ensures that there are good transitions for children joining the home, and children who have left the home stay in touch.

The staff team is stable and there is a full staff team in place. This has enabled children to build established, trusting relationships with the staff. The staff team is well supported through regular supervision and appraisals. All staff have had updated safeguarding training. Staff state that the manager is supportive and that team morale is good.

Although the manager has taken some action to improve her safeguarding knowledge, some shortfalls remain. The manager is not consistently recognising, recording and responding to risk in line with safeguarding processes. The manager's decision-making is not yet well evidenced.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(v)(vi)) This relates to the manager needing to appropriately recognise, record and respond to risk. Actions taken to safeguard children must be recorded.	7 June 2022
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—	7 June 2022

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This relates to the manager needing to review current safeguarding policies for children. When there have been shortfalls in safeguarding practice, it is necessary for the manager and the staff team to learn from these. The manager must ensure that decision-making relating to complaints, allegations and safeguarding is well evidenced. Children's records must evidence that staff are advocating for children.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(d)(i)(ii)(e))	7 June 2022

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: 1214266

Provision sub-type: Children's home

Registered provider: Platform Childcare Limited

Registered provider address: Suite 2, First Floor, Millennium Court, First Avenue, Centrum 100, Burton upon Trent DE14 2WH

Responsible individual: Zamir Lal

Registered manager: Natalie Lacey

Inspector

Andi Lilley-Tams, Social Care Inspector

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