

1222089

Registered provider: Platinum Services for Children (Residential Care) Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This is one of two homes owned by an independent provider. The home, which Ofsted registered in February 2016, cares for up to four children who may have challenges with their behaviour and are likely to have experienced trauma.

The home has had the same registered manager since it opened. He is suitably experienced and qualified.

Inspection date: 30 March 2023

Date of last inspection: 2 August 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

There were three children living in the home during the inspection.

Staff manage children's transitions into and out of the home sensitively and effectively. They support children well and ensure that children are provided with important information about this home and where they are moving to. When children move on from the home, staff ensure that these endings are positive. For example, staff provide children with a memory book, which celebrates memories of their time living in the home. Prior to children moving into the home, the registered manager completes thorough matching assessments and ensures that children are visited and spoken to. This supportive approach means that children feel supported and reassured during important transitions in their lives.

Staff work hard to develop strong and supportive relationships with children. Children said that they like living in the home. The inspector observed children and staff playing games and interacting in a friendly manner. These positive relationships help children to feel valued and safe in the home.

Since the last inspection, staff now ensure that children attend school and engage with their learning. Staff communicate effectively with education professionals and ensure that children's attendance improves. For example, one child's school attendance has significantly improved since moving into the home. As a result, children are now making progress with their education.

Staff help children to maintain and develop positive relationships with their families when this is appropriate. They recognise how significant these relationships are to children and to their well-being. For example, the registered manager has supported one child to reconnect with their parent after 15 years of no communication. This support ensures that children are not isolated from the people who are important to them.

The safety of children

Children feel safe in the home. Staff ensure that there are clear boundaries and expectations for children, which helps to keep them safe. Staff also know the children well and understand their needs. As a result, there are rarely significant incidents with children and there have been no missing-from-home incidents since the last inspection.

Staff are beginning to adopt a more therapeutic and restorative approach to managing children's anxieties. Staff work well with, and seek regular advice from,

the home's clinical support service. Staff rarely use consequences with children and there have been no incidents requiring physical restraint. As a result, children respect this approach and respond well to staff.

Staff complete focused and specific internet safety work with children. For example, staff hold regular discussions and key-work sessions with children. In addition, staff show professional curiosity and carry out checks when they have concerns for children's safety online. Consequently, children are given opportunities to learn and can use the internet in a safe and supportive environment.

The registered manager responds effectively to incidents when children make allegations, and to concerns with staff practice. He ensures that senior leaders and the relevant professionals are informed so that prompt assessments can be made. In addition, his internal investigations are thorough, and children are always spoken to. As a result, leaders make efficient and effective decisions that promote children's well-being and safety.

The effectiveness of leaders and managers

The registered manager is very experienced, suitably qualified and leads the home effectively. He is child-focused and advocates well for children in the home. Since the last inspection, he has worked hard to make improvements to the home. For example, 11 of the previous 12 requirements and recommendations raised by Ofsted at the last inspection have been met. This ensures that children now receive good-quality care.

Staff are now receiving regular supervision and appraisal. The registered manager now ensures that records are more reflective, and these sessions help staff to feel supported in their role. The registered manager also feels supported by the home's covering responsible individual. This supportive network helps to improve staff and managers' confidence and awareness.

Staff receive regular training, and this is specific to the needs of the children. For example, staff have recently completed training around autism spectrum disorder and sexualised behaviour. This training and improvements to staff induction processes help to develop and enhance the care delivered to children. For example, in their feedback on the training around sexualised behaviour, staff described how it helped them to understand what to do when identifying concerns. This improves staff confidence and the quality of their work.

Management oversight and monitoring processes are improving. As a result, the registered manager knows the home's strengths and weaknesses. Furthermore, he takes action to address any shortfalls and identifies areas for improvement. However, external monitoring systems still require improvement. For example, the independent person's reports are poor. They fail to sufficiently set out the independent person's opinion as to whether children are safeguarded effectively and whether the conduct of the home promotes children's well-being. This shortfall has the potential to impact on the care that children receive in the home.

The registered manager and staff work well with external professionals. Feedback about the home received from external professionals was very positive. One professional summarised this by saying that 'staff are really in tune' with children's needs and that this home 'was one of the best' homes they have worked with.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2022	Full	Requires improvement to be good
08/03/2022	Interim	Sustained effectiveness
22/06/2021	Full	Requires improvement to be good
17/07/2019	Full	Requires improvement to be good

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 registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and 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. A visit by the independent person to the home may be unannounced. 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— children are effectively safeguarded; and the conduct of the home promotes children's well-being. 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. (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5)) In particular, the registered person should ensure that the independent person's visits to the home are used to good effect to support the home's quality of care. Furthermore, the independent person should ensure that they comment	4 May 2023

effectively on whether children are being safeguarded and if the home is promoting children's well-being.

This requirement was made at the last inspection and is restated.

Children's home details

Unique reference number: 1222089

Provision sub-type: Children's home

Registered provider: Platinum Services For Children (Residential Care) Ltd

Registered provider address: Union House, 111 New Union Street, Coventry,
West Midlands CV1 2NT

Responsible individual: Caroline Jackson

Registered manager: Wayne Barker

Inspector

Dean Wilton, Social Care Inspector

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