

1249715

Registered provider: Priory Education Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned service that can accommodate up to seven children aged eight to 18. Its statement of purpose states that the home can provide care and accommodation for children who have social, emotional and behavioural difficulties and who may also display other complexities such as low-level mental health and learning difficulties.

The manager was registered with Ofsted on 14 March 2019.

Inspection dates: 25 to 26 April 2019

Overall experiences and progress of children and young people, taking into account	Good
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How well children and young people are helped and protected	Good
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The effectiveness of leaders and managers	Good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 September 2018

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2018	Full	Requires improvement to be good
12/10/2017	Full	Good
04/07/2017	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children's experience and progress have benefited from changes to the management and staffing of the home. Improved decision-making about placement matching by the newly registered manager and new assistant manager has resulted in a calmer and more positive environment. As a result, the children are making very good progress. Effective, thoughtful planning has resulted in good moving-in experiences for the children who are currently placed.

The registered manager understands the needs and behaviours that her relatively new staff team can meet. This means that the children now enjoy a more positive environment where they make good progress across many aspects of their lives, for some in a relatively short period of time.

The children experience warmth, understanding and very good-quality care from staff who respond to their specific needs. They develop positive relationships with the staff and are provided with opportunities to develop, manage their emotions and increase their awareness of how to keep themselves safe.

The children are listened to, and their views acted on. Staff respond appropriately, giving the message that the children are valued and respected. School attendance is excellent. The staff work proactively with education professionals and provide a learning environment in the home, for example there is a reading corner in the lounge with a bean bag and a wide range of books.

The children have access to a range of activities both on-site and in the community. New garden play equipment has been ordered that will enhance the sports play equipment already in place, for example basketball and football. Both sports courts are regularly used and enjoyed by the children. The staff know the individual likes and dislikes of the children and encourage them to engage in day-to-day decision-making about areas such as food choices.

From their starting points, the children are making very good progress. A new and enhanced recording system to highlight individual targets and how they can be met is currently being introduced. This will provide the staff and the children with clear evidence of the positive impact that living at the home has on individual children's progress and life chances.

A parent stated that they 'didn't know what to expect of a children's home and was shocked at the high level of care provided'.

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

The staff team is led by the registered manager and senior staff who have a good knowledge and experience of managing safeguarding concerns and referrals. All the staff receive regular training on safeguarding so that they are kept up to date with changing legislation and the management of risks. The training provided covers a wide

range of appropriate safeguarding areas.

The staff understand the risks associated with children's behaviour. They help children develop an awareness of how to keep themselves safe. Care plans and risk assessments are detailed and show that the staff give careful thought and consideration when managing and reducing risks to children. The response to and recording of incidents, including allegations made by children, are detailed and effective.

Positive behaviour is promoted, with staff using effective de-escalation techniques and strategies that are specific to the needs of each child. This lessens the use of physical intervention. When required, physical intervention is used in accordance with legislation and only to protect the child. The current need for physical intervention is low. There are clear protocols for the staff to follow if a child goes missing.

Safeguarding logs, which record all incidents, including those reported to Ofsted, are clear in terms of the action that has been taken and the outcome. The use of individual safeguarding chronologies has given the registered manager an improved oversight of all concerns and referrals.

Risk assessments are regularly updated, considering changing information. Individual risk assessments address any known vulnerabilities for each child effectively and set out what action should be taken to address the risk.

The staff undertake regular health and safety checks. This ensures that the home is as safe as possible for the children and the staff. Recruitment procedures are detailed and meet the required standard. This means that the children are cared for by adults who have been checked and deemed to be safe to care for them.

The effectiveness of leaders and managers: good

The manager was registered with Ofsted in March 2019. The registered manager is suitably qualified, experienced and skilled to lead a team of staff and manage the home. She provides clear direction and a warmth that staff and children respond positively to. She knows the children very well. The registered manager is supported by a team of committed and experienced senior staff, including a new assistant manager. There is a real sense of team work with staff who are embracing change. The staff report that they are well led and managed and enjoy working at the home.

Since the last inspection, the registered manager and senior leaders have focused on improving placement matching and recruiting a staff team with the skills to meet the needs of the children. This is proving successful. The current children pose low risks, and this allows the more senior and experienced staff to work with and develop the newer members of the staff team. The balance between developing the staff team and meeting the current children's needs is timely, effective and well managed.

The registered manager provides a supportive environment for staff through regular and effective supervision and daily informal discussions. The induction and training programme also supports the staff to fulfil their roles and responsibilities.

Leaders and managers actively and regularly monitor the quality of care provided. Since the last inspection, the manager has improved the auditing and analysis of data that informs the home's development plans. Any recommendations made by the independent visitor are addressed or questioned if necessary. The registered manager is not shy to challenge professionals if it is in the best interests of the children. The staff are strong advocates for the children. Listening to the children is central to staff practice.

This is a well-organised home with records maintained to a high standard. A lot of time has been given, and continues to be given, to reviewing records and ensuring that recording is of a very good standard.

The staff appreciate the support that they receive from the registered manager and senior staff. Regular supervision provides staff with opportunities to focus on individual needs of children, safeguarding, and practice reflection.

The registered manager is supported by a head of care, responsible individual and regularly meets with other registered managers in the organisation.

No requirements or recommendations have been made as a result of this inspection. The registered manager has settled in extremely well, knows the service's strengths and areas for development, and is working closely with her staff team to ensure that the needs of the children are met and that the service continues to develop.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1249715

Provision sub-type: Children's home

Registered provider: Priory Education Services Limited

Registered provider address: Fifth Floor, 80 Hammersmith Road, London W14 8UD

Responsible individual: Robert Page

Registered manager: Caroline Duff

Inspector

Liz Driver, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
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