

1249715

Priory Education Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a large private organisation. It provides care and accommodation for up to seven children and young people aged eight to 18. The home provides for children and young people who have social, emotional and mental health needs and who may also have associated communication and interaction needs and/or cognition and learning needs. Education is available on-site.

Inspection date: 30 August 2017

This monitoring visit

This children's home was judged inadequate at the full inspection on 4 July 2017. The responsible individual (RI) has developed a comprehensive action plan in the light of the 11 requirements that were made at that inspection and the service is making steady progress in meeting these. Some requirements have not been fully met due to the short period of time since the inspection, not because of any resistance by the provider to address the regulatory shortfalls.

In the eight weeks since the last inspection the registered manager has resigned. The provider is actively recruiting for a replacement. The RI has been managing and actively leading the response to the last report. Additional support for the team has been provided by the registered manager from another home in the organisation for two days each week. The RI is reporting weekly to the provider's senior management team on the progress in meeting the requirements of the last inspection.

Only one young person is currently resident; she was explicit in her view that things have got much better. She said that she feels safe with staff and in the home, which is a notable improvement. She is settled in the home, has enjoyed lots of planned activities over the summer and feels that staff are listening to her.

The statement of purpose for the service has been reviewed and the criteria for admission have been changed. It is now broadly similar to those of the other services in the area run by this provider. The home is no longer providing a specialist service for children who are at risk of or have previously experienced child sexual exploitation.

Senior staff in the home have been in contact and met with the local authority designated safeguarding lead. They have explored mutual expectations and ways of working together to ensure a robust approach to safeguarding. Senior staff have also strengthened links with the police, both informally with the local officer and through structured liaison with the county missing and exploited team. Feedback from the police has informed the recent update to the review of the location risk assessment of the home.

The anti-bullying policy has been reviewed and updated. Staff have introduced a new anti-bullying contract. They have discussed this with young people, who have signed up to it. In addition, staff have encouraged young people to reflect on previous bullying incidents and to identify learning for themselves.

Young people are increasingly safe in this home and this is underpinned by improvements in the supporting documentation, which young people now have direct input to. Risk assessments are now comprehensive. These generally contain consistent information and outline strategies for staff to follow to support young people to manage risk. A placement plan seen was much clearer than the one available at the previous inspection and it provides staff with direction and guidance on how to meet the young person's needs.

There is a training schedule in place and managers are monitoring staff compliance with meeting e-learning targets. All staff working in the home have been trained in the behaviour management method used. Staff discuss training in supervision. Staff meetings have also included a discussion and a quiz on safeguarding knowledge. Senior staff in the home plan to run safeguarding workshops to ensure that training has been understood and is becoming embedded in practice. While it is recognised that this is work in progress, the requirement has been repeated as it had not been fully met at the time of this visit.

The RI is providing effective direct line management to the senior staff in the home. The provider's quality assurance team has also been providing positive support through regular monitoring and coaching visits. There has been an increase in the number of team meetings and in the frequency of supervision of staff. Active management monitoring and challenge of staff practice has taken into account complaints by young people. Senior staff are continuing to address some residual practice issues to ensure that staff have the knowledge, confidence and skills to perform their roles, and so this requirement is repeated.

There have been no new admissions to the home. The provider took the decision to

stop admissions until satisfied that the home is prepared for them. Senior staff in the home have had training in impact risk assessments so as to inform their consideration of referrals. Staff have discussed the referral process at team meetings. Staff understand the vital importance of making sure that the home can meet the identified needs of children placed and that they are compatible with those already living in the home.

The missing from home policy and associated guidance is much clearer and it is followed in practice by staff. There has been a significant reduction in the frequency and duration of missing episodes.

The recording of sanctions now meets requirements. However there was an incident of physical intervention that was not recorded as such. Therefore the requirement about behaviour management records is repeated.

Senior staff in the home have ensured that notifications have been made as required.

Staff are maintaining an accurate record of the actual hours worked in the home.

Senior leaders demonstrate a real commitment to moving the home forward through a robust implementation of, and support for, the action plan to meet the majority of the requirements of the last inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/07/2017	Full	Inadequate

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 all employees undertake appropriate continuing professional development and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b))	10/10/2017
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (2)(c))	10/10/2017
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. (Regulation 35 (3)(a)(i-viii))	10/10/2017

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1249715

Provision sub-type: Children's home

Registered provider: Priory Education Services Limited

Registered provider address: Priory Group, 80 Hammersmith Road, London W14 8UD

Responsible individual: Hannah Cox

Registered manager: Post vacant

Inspector

Maire Atherton, social care inspector

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