

1250039

Registered provider: The Place Young People's Company Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private provider. It is registered to provide care for up to four children or young people who present with emotional, mental health and/or behavioural issues.

There is an acting manager in post who has submitted their application for registration with Ofsted.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 25 to 26 May 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
---	--

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

The effectiveness of leaders and managers	requires improvement to be good
---	---------------------------------

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 21 January 2020

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2020	Full	Good
23/01/2019	Full	Good
20/02/2018	Interim	Declined in effectiveness
28/06/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The home has been through an unsettled period, largely due to changes in staffing and in the management of the home. This led to a period where no children were living at the home. New senior leaders, along with the acting manager, have taken steps to build a secure and stable staff team. The home is now fully staffed.

Children develop positive relationships with staff. One child, who has only been living at the home for a short period, has been supported to feel very well settled in the home. Staff are able to gain a good understanding of the complexity of the children's needs.

Despite these positive relationships, the progress children make is variable. One child was moved on from the placement partly due to poor placement matching decisions. When considering whether the home was suitable for this child, known risks were not assessed well. Risk assessments did not sufficiently take children's existing patterns of behaviour into account or how these behaviours were likely to impact on the new child.

For most children, their progress in relation to education has been poor. Staff have tried different approaches, but children continue to refuse to attend education. In addition, children have not engaged with other specialist services. There has, however, been progress in relation to one child's emotional health and well-being, resulting in a reduction in self-harm incidents.

Staff place the well-being of children at the centre of their practice, irrespective of the challenges the children's behaviours may present. Children's day-to-day needs are generally well met through the provision of a warm and welcoming environment, good routines and nurturing care. Despite these positive aspects, one child has continued to be at significant risk when missing from care.

Children are sensitively supported to maintain contact with people who matter to them. Relationships with parents and carers have improved over time and, for one child, contact is supported at the home. Staff understand the importance of family contact, where possible.

Key-work sessions are carried out regularly with children. Some of these sessions are planned and others take place spontaneously. Despite some children's reluctance to engage in formal sessions, staff use informal opportunities to gather information and develop positive relationships with children. Children's individual likes and dislikes are considered, and they engage in activities that are of interest to them.

Children know how to complain; however, there have been minimal complaints at the home in recent months.

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

There have been incidents where a child's welfare has not been promoted; however, this has not been related to staff's failings. The child remains at high risk when missing from care and staff are unable to keep her safe without further intervention. Despite their efforts, staff have not always been able to ensure the safety of the child. Appropriate follow-up action has taken place to respond to incidents with a view to reducing risks in the future. There has been robust management of safeguarding processes and sharing of information with key agencies.

There have been occasions where a child has had opportunities to go missing from care while staff have been distracted; this has led to the child going missing from care and subsequently being at risk of harm. The manager has reflected on this with staff and lessons have been learned. It is clear from the safeguarding processes in the home that staff have been motivated to support the child and to reduce risks.

There has been good communication with other agencies in reporting and managing missing-from-care incidents. A police sergeant provided positive feedback about the staff and the quality of communication. An independent reviewing officer commented on how well staff had engaged in safeguarding processes, but noted their continued concern about the child.

In situations where managers feel that risks are not being managed well enough, appropriate steps were not taken quickly enough to escalate their concerns. Actions to reduce risk could have been taken sooner. However, staff have been actively involved in promoting the child's safety and reducing risks.

Children's placement plans and risk assessments are sufficiently detailed. There is a clear chronology of incidents and these plans are regularly reviewed.

Staff recruitment is carried out in accordance with safer recruitment protocols. This means that all staff are subject to rigorous vetting processes.

The effectiveness of leaders and managers: requires improvement to be good

The home has been without a registered manager since August 2020. There has been a degree of instability in the management of the home with three managers being in post since this time. The current manager has been in post for five months and he has now successfully submitted his application to register as the home's manager. The management instability over the last year has adversely affected the stability of the home.

The manager has started to have a positive effect on the functioning of the home. The manager has a good understanding of the children's needs. Action has been taken where risks have been identified, despite this action not always being effective.

Reporting and recording is not always carried out in a manner which is helpful to children. For example, a missing-from-care incident for a child was reported as a child making 'bad choices'. This does not reflect the nurturing care that children should receive when returning from situations where they may have been subject to exploitation.

Staff are now receiving regular supervision. Staff report feeling confident in the manager's response to safeguarding matters. Staff also say that communication about key changes to care plans and risk assessments are shared appropriately with staff. Team meetings are taking place where key issues are discussed. In addition, staff have received a suite of mandatory training, and further training is commissioned which is bespoke to the needs of children in the home.

The staff team is relatively new with varied levels of experience. Half of the team members are unqualified. Communication between the staff has improved. However, staff need to be clear and consistent at the start of children's placements about behaviour management expectations.

The manager demonstrated learning from the management of safeguarding incidents and staff have received debrief sessions and additional training. In addition, the manager has considered environmental changes to reduce risks.

An independent visitor reports on the home and the progress made. These reports are forwarded to Ofsted. There have been recent improvements in the quality of these reports in that the visitor has reflected on how effectively children are safeguarded. The more recent change indicates a more open and transparent safeguarding culture at the home. The manager has also carried out a management evaluation of how well the home is being run and has produced a good-quality, evaluative overview report.

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a)) This specifically relates to the need for robust matching and the use of impact risk assessments to help in making decisions about children's care.	26 June 2021
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 the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(b)) This relates to staff managing and responding to individual risk assessments with a view to reducing risks.	26 June 2021
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;	26 June 2021

if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(c)) In particular, ensure that when children are at significant risk that escalation processes are effective and achieved in a timely manner.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(iv)(v)) This refers to children being supported effectively to understand barriers to learning and to overcome these barriers and make some progress in engagement with education.	26 June 2021

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: 1250039

Provision sub-type: Children's home

Registered provider: The Place Young People's Company Limited

Registered provider address: Belvoir Farmhouse, Woolsthorpe Road, Redmile,
Nottingham, Nottinghamshire NG13 0GN

Responsible individual: Hilary Jones

Registered manager: Post vacant

Inspector

Bev Allison, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021