

1263270

Priory Education Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is part of a large national organisation. There is a school nearby which is also owned by the same organisation.

The home is based on the edge of a small village and enjoys a peaceful location with views across the countryside.

Inspection date: 10 July 2018

This monitoring visit

This children's home was judged inadequate at the last full inspection in May 2018. As a result, three compliance notices were served. A further inspection in June 2018 raised further concerns as none of the areas of compliance had been met.

The purpose of this monitoring visit was to review the compliance notices that were served in June 2018. These are in respect of leadership and management, safeguarding and medication.

A new manager has been in post for two weeks. During this time, positive steps have been taken to address the significant and widespread shortfalls identified over recent inspections. There is evidence that leaders and managers are taking action to improve children's safety and their experiences. They have ensured that the areas of compliance have been met.

The organisation has ensured that support has been provided to look at the quality of care and the arrangements that are in place to ensure that children are safe and protected from harm. In addition, staff have been provided with additional training. The impact of this training and support is difficult to measure at this early stage.

The arrangements in place to ensure the safe keeping and administration of medicines have been overhauled. There have been no medication errors in the past

four weeks. Further improvements are required, specifically in respect of medication that must be destroyed and the layout of the new medication records. Not all staff have yet received medication training. However, staff who have not undertaken the training are not currently responsible for this aspect of children's care.

Ofsted will continue to review and assess the progress of this children's home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/05/2018	Full	Inadequate
20/11/2017	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
6: The quality and purpose of care standard (1) The quality and purpose of care standard is that children receive care from staff who— (a) understand the children's home's overall aims and the outcomes it seeks to achieve for children; (b) use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. (2) In particular, the standard in paragraph (1) requires the registered person to— (ii) protect and promote each child's welfare; (iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; (ix) make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice; (3)(c) the care is delivered by a person who— (i) has the experience, knowledge and skills to deliver that care; and (ii) is under the supervision of a person who is appropriately skilled and qualified to supervise that care. In particular, careful and considered assessment and decision making must take place in respect of the mix and compatibility of the group. Due regard must be given to the needs and vulnerabilities of existing children and what impact a new child may have on them.	10/07/2018
11: The positive relationships standard (1) The positive relationships standard is that children are helped to develop and to benefit from relationships based on (a) mutual respect and trust; (b) an understanding about acceptable behaviour and positive responses to other children and adults. In particular, children's safety and well-being should not be compromised by placing them in situations within their home that expose them to hurtful and worrying experiences.	10/07/2018
12: The protection of children standard	10/07/2018

(1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (a) that staff— (i) 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; (ii) help each child to understand how to keep safe; (iii) have the skills to identify and act upon signs that a child is at risk of harm; (iv) manage relationships between children to prevent them from harming each other; (v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (vi) take effective action whenever there is a serious concern about a child’s welfare; and (vii) are familiar with, and act in accordance with, the home’s child protection policies; (b) 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; (e) that the effectiveness of the home’s child protection policies is monitored regularly. In particular, ensure that any concerns in respect of children are managed swiftly and effectively and in line with policy and procedure. Communication with other agencies should be open and honest and full details of any concern should be shared.	
13: The leadership and management standard (1) The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that— (a) helps children aspire to their full potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the homes statement of purpose; (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (d) ensure the home has sufficient staff to provide care for each child; (e) ensure the home’s workforce provides continuity of care	10/07/2018

for each child; (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; (g) demonstrate that practice in the home is informed and improved by taking into account and acting on— (i) research and developments in relations to the ways in which the needs of the children are best met; and (ii) feedback on the experiences of children, including complaints received; and (h) the use of monitoring and review systems that make continuous improvements in the quality of care provided in the home. In particular, management oversight should promote a reflective ethos, seeking to learn lessons from serious incidents.	
22: Contact and access to communications (3) Subject to paragraph (5), the registered person must ensure that children are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home— (a) a telephone on which to make and receive telephone calls in private.	10/07/2018
23: Medicines (1) The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (2) In particular the registered person must ensure that— (c) a record is kept of the administration of medicine to each child. In particular, the administration of PRN medication must be clear and directive to staff in respect of when this medication should be administered, and the care planning documents should leave no room for confusion. The oversight and review of medication should be robust, and any shortfalls or concerns should be acted upon and investigated effectively. This includes all types of medication including controlled drugs.	10/07/2018
37: Other records (1) Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. (2) The registered person must— (a) maintain in the home the records in Schedule 4; (b) ensure that the records are kept up to date.	10/07/2018

*These requirements are subject to a compliance notice.

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: 1263270

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: Clive Coombs

Registered manager: Post vacant

Inspector(s)

Tracey Ledger, social care inspector

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