

1265092

Registered provider: 4pureheart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care and accommodation for up to seven children irrespective of gender. The home specialises in caring for children who have been, or who are, experiencing emotional and behavioural difficulties.

There is a registered manager at this home.

Inspection dates: 16 to 17 August 2018

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children and young people are poor, and they are not making progress.

Date of last inspection: first inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

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 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 staff— 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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; 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)(a)(i)(iii)(v)(vi)(b)) Specifically, that the staff receive additional training to ensure that they understand the home's policies and procedures for protecting children and how to implement them in day-to-day care. Staff must understand their role in taking immediate action to keep children safe, their roles and responsibilities in respect of decision-making and missing children. Staff should know how to support children who may be using illegal drugs and medicines. Risk management must consider all factors relating to risk and put in adequate measures to mitigate these risks.	17/09/2018
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 their full potential; and	17/09/2018

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 (1)(a)(b) and (2)(c)) Specifically, the registered provider should review the staffing structure, including the experience and qualifications of those staff working within the team at the home. This review should be recorded, detailing how the staff team’s skills and knowledge will provide high-quality care to children in line with the home’s statement of purpose. Further training and development opportunities, for those staff who are identified as requiring it from the review, should be provided.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding. (Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(iii))	17/09/2018
The registered person must compile in relation to the children’s home a statement (“the statement of purpose”) which covers the matters listed in Schedule 1. (Regulation 16 (1))	17/09/2018
The independent person must provide a copy of the independent person’s report to— HMCI (Regulation 44 (7)(a))	17/09/2018

The registered person must maintain records ("case records") for each child which—

17/09/2018

include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))

Inspection judgements

Overall experiences and progress of children and young people: inadequate

The judgement about how well young people are helped and protected is a limiting judgement. The inspector has judged this area to be inadequate. This means that the overall experience and progress judgement is inadequate.

A lack of management oversight and guidance for the staff has resulted in unsafe decision-making and poor care practice. The decisions made by the staff have placed a young person at risk of harm. Furthermore, they did not involve the placing authority in decision-making or act as a good parent to help protect the young person.

Risk management plans are ineffective at reducing damaging behaviours, including alcohol and substance misuse, going missing from care, violence and inappropriate sexual relationships. A young person has not been protected from harm or risk of further harm. This is detrimental to all areas of their development.

Young people spend long periods of time away from the home, therefore they are not investing in the home or the staff. The staff team's ability to help these young people to remain safe and improve their aspirations and outcomes is limited.

The unsettled environment is impacting upon other young people living in the home. Young people have said that they 'don't feel safe at times'.

That said, two of the four young people enjoy school and their attendance is very good. They also take part in a range of activities, including gymnastics, swimming and horse riding.

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

A young person remains at risk of harm. Risk management is ineffective. Plans are not successful at reducing missing from care episodes, alcohol and substance misuse, violence in the home and criminal activity. Individual risk assessments lack sufficient detail in identifying and mitigating risks.

The staff have demonstrated a lack of understanding in relation to their responsibilities in protecting a young person. They have made serious errors in decision-making that have placed a young person at risk of significant harm. They have also failed to pass on a serious safeguarding concern to the local authority.

The staff are ineffective at building positive relationships with young people to enable them to manage behaviour. Young people spend significant time away from the home and do not engage fully with the staff. Furthermore, the staff did not collect a young person from an unsafe situation, despite police requests. This is contradictory to the behaviour management policy of treating each young person with respect and value.

Staff are all trained in Team-Teach, which is the model that they are expected to use to manage challenging behaviour. Staff try to de-escalate situations, but this is not always effective. As a result, on several occasions staff have requested police assistance in managing young people's behaviour.

Consequences for inappropriate or dangerous actions of the young people are not clear or consistently applied. Moreover, direct work through key-working sessions with them is limited. Young people cannot, therefore, develop an understanding of appropriate or safe behaviour, for example on accessing social media safely.

The effectiveness of leaders and managers: inadequate

The management arrangements have been ineffective. A period of unavoidable absence by the registered manager has left the staff without clear direction and guidance. The responsible individual has not fully supported the staff team during the managers absence.

The majority of staff are inexperienced and not appropriately qualified. They lack the necessary skills and confidence to meet the high level of need to manage the young people in placement. Moreover, some staff told the inspector that they did not feel supported and did not have regular supervision. This does not ensure that the staff are competent in their role.

Recordings of young people's information is unclear. For example, a physical intervention record did not have the duration of the restraint measure used with the young person; therefore, the appropriateness of this cannot be determined. Also, incident reports, daily logs and missing from care records are incomplete.

Despite processes in place, serious incidents requiring police involvement have not been notified to the relevant bodies. Also, the independent person's monthly reports have not all been sent to Ofsted.

The statement of purpose does not reflect the staff team accurately; their skills, experience and qualifications are not listed. Consequently, parents, commissioners and the regulatory bodies cannot be assured that young people are being cared for by a staff team that has the skills, knowledge and qualifications to care for young people well.

The staff team remains stable and its members express their commitment in caring for young people. A new and experienced manager has very recently started in post. Positive steps have been taken by the senior management team to recruit further experienced staff and to improve the service to the young people.

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: 1265092

Provision sub-type: Children's home

Registered provider: 4pureheart Limited

Registered provider address: Atlantic Business Centre, Altrincham, Cheshire WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Isaac Dufraisse

Inspector

Caroline Jones, social care inspector

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