

1274341

Registered provider: Park Blue Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and managed by a private organisation. It provides care and accommodation for up to three children and young people.

Inspection dates: 16 to 17 July 2019

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 December 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
05/12/2018	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
The care planning standard 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; that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b)(2)(a)(b)(i)(ii)(iii))	18/09/2019
Policies for the protection of children The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or	18/09/2019

ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located;

provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (2)(b)(d))

Recommendations

- The children's home must produce a children's guide. The children's guide must be made available to all children when their placement in the home is agreed (or on arrival at the home if the placement is made in an emergency) and must be age appropriate, provided in an accessible format and explained to each child to make sure they understand it. ('Guide to the children's homes regulations including the quality standards', page 24, paragraph 4.21)

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, two young people have left the home. The staff were not always able to meet the complex care needs of both young people. However, both young people made some progress from their starting points while living in the home. These included going to school, building relationships and enjoying activities.

Staff have been challenged by the behaviours of two young people. One young person had their education briefly interrupted and experienced bullying by the young people who have subsequently moved on. These moves were rushed and could have been better planned. However, the swift and considered approaches by the manager and staff team resulted in a much calmer and safer environment for the young person who remained living in the home. This young person spoke warmly of the staff. The staff demonstrated loving and nurturing approaches towards the young people.

One young person has recently moved in. A well-planned introduction to the home has resulted in her settling, and there are already signs of her beginning to make progress through receiving good-quality, kind and nurturing care from the manager and the staff.

Young people attend school and are encouraged and supported to attend any necessary health appointments. Staff and young people enjoy cooking and sharing meals together. As a result, they are helped to understand the importance of eating a balanced diet and keeping healthy.

Staff spoken with during the inspection are clear about what they are aiming to achieve with the young people. Well-kept records, up-to-date risk assessments and placement plans inform the staff about how best to meet the care needs of the young people. The information is concisely written and provides staff with guidance and strategies. Plans contain the young people's views of how they think the staff can best support them.

A children's guide helps young people when they first move into the home. It is informative and, in part, child friendly. The manager needs to ensure that there are a variety of versions that are accessible for all young people.

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

The staff understand the potential risks the young people may present. Comprehensive assessments of risk and control measures are in place to help to keep young people safe. The staff are open to learning from any incidents that could have been managed differently and implement this learning.

Two young people, who have since moved on from the home, went missing on several occasions. Staff followed a comprehensive missing-from-home protocol to enable them to safely and effectively manage these incidents. Records kept demonstrate attempts and efforts by the manager and staff to prevent and reduce missing-from-home incidents. Nonetheless, two young people did place themselves at risk during periods of being away from the home.

Young people with complex and challenging behaviours are supported by skilled staff. Calming and nurturing approaches by staff mean physical intervention is rarely used. Staff praise and reward positive behaviour and support young people to learn from their mistakes. As a result, the young people are learning strategies to better cope when worried or anxious.

Reporting procedures for serious incidents are followed, with the exception of one incident. While the manager did report a potential safeguarding incident to the young people's local authority social workers, he did not follow protocol and make a referral to the multi-agency safeguarding hub.

The young people live in a home that is kept safe because of regular maintenance and checks.

The effectiveness of leaders and managers: good

The registered manager is qualified and experienced in social care. While relatively new to the role, he leads and manages the team well. Staff spoke positively of the supervision and support he provides.

The registered manager actively challenges other services to ensure that the young people receive the services and help they need. For example, education is provided

promptly for young people when they move in, and specific training has been arranged to equip staff with the skills and knowledge to support one young person's complex learning needs. However, the registered manager did not challenge the speed with which one young person moved in and out of the home. Further improvements are necessary in this procedure.

Learning is being undertaken by the registered manager and the staff team, following a turbulent time in the home this year. The registered manager is aware of the strengths and areas for improvement in the home. A development plan is in place that identifies further improvement for the home.

Young people gain a sense of security and permanence from being supported by a small and consistent staff team. The registered manager undertakes regular care shifts in the home as well as managerial tasks, so knows the young people well. If a member of staff is away, other staff cover the shifts rather than a member of staff whom the young people do not know.

Any damage in the home is promptly repaired. The home has recently been decorated and furnishings have been replaced, following extensive damage by two previous residents. The young people enjoy living in a very homely and well-maintained environment. Photographs of the young people are displayed throughout the home, along with certificates of achievement.

From this inspection, two requirements are made. Nevertheless, it is recognised that the registered manager and staff team have worked hard and, in doing so, all requirements made at the last inspection have been met.

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: 1274341

Provision sub-type: Children's home

Registered provider: Park Blue Homes Limited

Registered provider address: Fairfield Lodge, Evenwood Lane, Evenwood, Bishop Auckland, Durham DL14 9NH

Responsible individual: Richard Parker

Registered manager: David Gilchrist

Inspector(s)

Linda Bond, social care inspector

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