

1277045

Registered provider: Pathway Care Solutions Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a large, national organisation. It provides care for up to four children who may have learning difficulties and experience social or emotional difficulties. At the time of the inspection, two children were living at the home.

Inspection date: 1 October 2024

This monitoring visit

During the assurance inspection on 10 July 2024, Ofsted identified serious and widespread concerns in relation to the care and protection of the children living in the home. As a result, a compliance notice was issued under regulation 13 and a decision was made to restrict admissions to the home. At a monitoring visit on 8 August 2024, the restriction to admissions was extended. Two of the requirements were met and three requirements were not met and were restated.

The home does not have a registered manager. Although managers have been recruited to the home, they have not been registered with Ofsted. The current manager has applied to have dual registration for this home and another home within the company. Another manager has been recently recruited but is yet to register with Ofsted.

A recruitment drive has meant that more permanent staff have started to work at the home and agency workers are not currently used. This provides the children with a more stable staff team. Rotas have been adapted so that more experienced staff work with newer staff to help them to understand the children's needs more. Shift patterns have also been amended, meaning that children have less frequent changes of staff.

One child has moved on from the home since the assurance inspection. This has meant fewer members of staff being in the home at any one time and the home is calmer. Incidents of children trying to harm each other have significantly reduced.

However, the two children living in the home generally have separate spaces and activities, except for mealtimes. This means they have less access to each other rather than staff developing skills of managing any conflict between them.

Training and mentoring have been provided to enhance the skills of the staff. All of the staff are enrolled on an accredited course for working with people with learning difficulties. Staff work through this at their own pace and some staff have completed the training, others have not. Therefore, the impact of this training is not yet known. The home is currently being taken over by another provider, and they are waiting for clinical assessments of the children to take place to inform the gaps in knowledge and advise on training needs.

Staff provide a consistent approach to one child's personal care needs on a day-to-day basis. However, there are no systems in place to review this care to support the child to progress. Patterns and trends are not identified. However, if identified, these might help staff to understand the child's needs more effectively.

Children's records and plans provide some guidance to staff on how to meet each child's needs. However, at times, these do not provide clarity on exactly what has happened for the child, or what is needed from staff to help them. For example, records identify that a child has needed a change of clothes, but do not specify whether this is needed due to a hygiene reason or whether they simply want to change their outfit.

Incidents of restraint have significantly reduced, with guides being used appropriately to move children to safer spaces or separate them from each other. Conversations with children take place about these incidents. However, conversations with staff about these incidents are lacking, and this means that opportunities to learn alternative ways to manage these situations are lost. Again, there are no systems in place to monitor or review these incidents and see if there are any patterns or themes.

The requirements made at the inspection in August have not been met and are restated. There continues to be concerns about management oversight. Practice across the staff team needs to ensure the children's needs are met with consistent care. New staff have started to work at the home, but are not yet established in meeting the children's needs. The notice to restrict admissions has been extended.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/05/2024	Full	Requires improvement to be good
21/08/2023	Full	Good
21/09/2022	Full	Good
12/10/2021	Full	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, The 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 with the given timescales.

Requirement	Due date
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(f)(h)) In particular, the registered person should ensure that there are suitable systems in place to monitor and review care in the home, particularly incidents of restraint. The registered person should ensure that any learning identified is shared with the staff team and that any changes required in response are made in a timely way. In addition, they should ensure that a stable and skilled staff team provides	29 September 2024

consistent support to children to enable them to make progress in line with the home's statement of purpose.	
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— 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; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(v)(xi)) In particular, ensure that staff have the skills and support to help children manage their relationships with each other positively, and that, where necessary, they can intervene to stop others being harmed.	29 September 2024
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and	29 September 2024

children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)) In particular, ensure that there are clear plans for one child’s support needs with toileting and that these are well understood by staff.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)) In particular, there needs to be a clear plan for one child’s needs with toileting, which sets out the child’s needs and how they will be supported to progress. These plans need to inform staff practice and records need to specify what further support this child needs and what the next steps are.	1 November 2024

Recommendations

- The registered person should ensure that children’s plans clearly outline how to promote and support their communication, including tools or resources that are required. Those tools should be available around the home to support children to express themselves. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 22, paragraph 4.6)

- The registered person should ensure that conversations with children after incidents reflect on what has happened and are considered by the manager for the learning identified. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.6)
- The registered person should ensure that they speak with staff after incidents of restraint in the home to reflect on practice and identify any training needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.56)
- The registered person should ensure that children's memory books are kept up to date to ensure the detail of events and outings is not lost. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)

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: 1277045

Provision sub-type: Children's home

Registered provider: Pathway Care Solutions Ltd

Registered provider address: Maybrook House, Third Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Tamara Pearcey

Registered manager: Post vacant

Inspector:

Nickie Doney, Social Care Inspector

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