

2495371

Registered provider: Protea Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to two children with emotional and social difficulties. There were two children living at the home at the time of this inspection.

The home is led by a registered manager.

Inspection dates: 25 and 26 July 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/05/2022	Full	Good
01/06/2021	Full	Good
11/03/2020	Interim	Improved effectiveness
30/04/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience a well-maintained house that has a homely feel. The children have lived here for a long time and are comfortable. They have personalised their rooms and the communal spaces. As a result, children are happy and have a sense of belonging.

Children enjoy spending time with staff and value these relationships. Children have fun with staff and engage in a range of activities, such as drawing and sewing. Children and staff speak highly of each other, and staff say that they enjoy working with the children. Therefore, children benefit from trusted relationships, and this helps them to make good progress.

Children's plans are clear and detailed and advise staff on how to work with the child and keep the child safe. There is an additional child-friendly version of the plan. This is created with the children and provides staff with a good overview. Managers and staff use their depth of knowledge and understanding of the children to deliver good care.

Children attend school full time. Staff ensure that learning takes place not only at school but through everyday activities. Staff encourage children to learn about nature through their enjoyment of the garden. Staff and managers work closely with the schools. External professionals say that communication between the manager and schools is a strength of the home. This means that the staff's knowledge and understanding of the children is transferred into the school setting.

Children are helped to remain healthy. This includes healthy eating and learning about the importance of personal hygiene. Children attend all health appointments and are encouraged to exercise regularly, including going on walks in parks, bike rides and swimming. As a result, children lead a healthy lifestyle.

Children are helped to spend time with family members. The staff arrange and provide individual support when children see those who are important to them. The manager is directly involved in reviewing arrangements with the children's social workers. This draws on the manager's personal observations of family time and the children's views. Therefore, children continue to maintain positive relationships with their families.

Children's meetings take place weekly. They address the children's wishes and feelings. Staff show children that they value their opinions. This ensures that children are actively involved in decisions about themselves and life in the home.

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

Children's risk assessments and safety plans are reviewed regularly. They are detailed and give clear guidance to staff on how to recognise and manage risk. They are individual to each child and address known and potential risks. This ensures that staff respond appropriately to risky situations to keep children safe.

Children do not go missing from care. Clear plans and protocols guide staff about the risk of children being missing. Children are kept safe by the level of supervision that staff provide. The manager has identified the links between increasing independence and potential risks within the community. This ensures that plans consider support for individual vulnerabilities.

Managers responded well to a serious safeguarding incident. They worked closely with other professionals. Careful thought was given to the practical arrangements in the home. This reduced the potential of further similar incidents.

Staff manage children's unwanted behaviours well. There is good use of positive praise and rewards, which the children respond well to. Staff's depth of knowledge of the children's needs is a significant factor in managing incidents appropriately. Physical intervention is only used as a last resort and is proportionate to manage the behaviour and keep children and staff safe.

The effectiveness of leaders and managers: good

The manager is highly motivated and creative in her thinking. Her approach is based on therapeutic and trauma-informed practice. Her aim is to provide positive, loving experiences for children and help them to progress. She is supportive and approachable with children and staff. As a result, they hold her in very high regard.

The manager feels extremely well supported by the responsible individual. He shares the same ethos as the manager and knows the staff and children well. The manager states that the responsible individual is available at any time to help and guide her. This provides clear senior management oversight and support.

The manager ensures that staff supervision meetings are held regularly. They are well recorded and cover important areas for staff development. This ensures that staff feel supported and valued.

Managers and leaders provide staff with a comprehensive training programme. This includes the induction for new staff and ongoing development throughout their career. Staff are up to date with their training. One member of staff said, 'I found it good to reflect and think about my approaches.'

The manager has good oversight of staff practice. There is good use of daily and weekly checks. There is also a comprehensive monthly monitoring report, which is completed by the manager and overseen by the responsible individual. Therefore, the manager is well informed of the work of the staff and care of the children.

The manager has many ideas to progress the children's plans. However, these are not recorded or included in the home's development plan. This does not give opportunities for the ideas to be developed by the team and progressed.

The manager needs to ensure that actions identified following incidents are completed by staff. This should include using monitoring systems to evaluate patterns and trends from incidents and records. The manager needs to evidence how this improves staff practice and outcomes for children.

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 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically refers to the manager using their review systems to evaluate patterns and trends to drive improved outcomes.	30 September 2023

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: 2495371

Provision sub-type: Children's home

Registered provider: Protea Care Limited

Registered provider address: Howard Roth & Co, 317 Horn Lane, London W3 0BU

Responsible individual: Bon Rogers

Registered manager: Fay Cassidy

Inspectors

Shaun Caplis, Social Care Inspector

Helen Gronhaug, Social Care Inspector

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