

2502918

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.

The home is led by a registered manager.

Inspection dates: 4 and 5 January 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: 6 July 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/07/2021	Full	Good
12/03/2020	Interim	Improved effectiveness
30/09/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Relationships between children and staff are very good. Children say they like living at the home. They are comfortable being with staff and enjoy their company. Likewise, staff speak very highly of the children. A social worker said, 'Staff emotionally held [name of child] from day one.' As a result, children feel cared for.

Children's care plans are clear and detailed. There is an additional version of their plan in a child-friendly format. Children's views are gathered in key-work sessions and group meetings. This informs care planning and helps staff to know how to care for each child, meeting their specific needs.

Children's education is seen as a priority. Staff encourage learning when children are not in school. They are creative in their approach to providing different learning experiences. The manager and staff do not accept children being left without formal education. They challenge providers and local authorities. This has led to children being allocated places in schools and home tutors being provided.

Children's health needs are met well. They are registered with local doctors, opticians and dentists. Children feel able to talk to staff when they are unwell, and this is followed up with appropriate appointments. Children are encouraged to eat healthily and take part in activities such as swimming and walking. This helps children lead a healthy lifestyle.

Staff ensure that family time is planned and supported well for children living far away from their home area. Families are very complimentary about staff going over and above to help with arrangements. A social worker said, 'Staff are really supportive of parents and carers and respectful and kind to them.' This ensures children continue to develop relationships with people who are important to them.

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

Children's safety plans include behaviour and risk assessments. They are detailed and clearly written. Known and potential risks are identified for each child. Plans include how staff will recognise these risks and respond to behaviours. They are reviewed and updated regularly. Therefore, staff are given appropriate guidance and children are kept safe.

In the past, some children regularly went missing from the home. Staff followed procedures and several meetings were held with professionals to address this risky behaviour. This has not been an issue for many months, with the children currently living at the home not going missing at all. However, missing-from-care risk assessments and protocols continue to be updated. This ensures staff keep children safe from the known risks of being missing from care.

Allegations that children have made against staff have been handled well by the manager and the responsible individual. Staff are trained and encouraged to report all safeguarding concerns. Actions are taken to keep children safe while investigations take place. As a result, children feel supported and know that they will be listened to and taken seriously.

A psychologist has recently been commissioned to work alongside staff. They visit the home twice a month to support staff. Help, advice and training will be given in understanding behaviours, risks and ways of working. This will help with care and safety planning for each individual child.

The effectiveness of leaders and managers: good

Staff speak highly of the manager, the responsible individual and the company. The manager is clearly passionate about her role in making sure children receive the best possible care. The manager has a close working relationship with the experienced responsible individual. Managers are visible, approachable and supportive. This improves staff morale and staff say they love working at this home.

The manager has oversight of all areas of children's experiences of living at this home, through observation, knowing the children well and good use of information technology. This helps the manager to quality assure the work of the team and identify good practice and developmental needs.

The manager is aware of the need to improve practice in relation to staff having supervision. This is to ensure her expectation of all staff receiving supervision twice a month during their probation period and monthly thereafter is met. This is currently not being achieved. Plans are in place to train others to undertake a supervisory role. This will give staff the opportunity for more regular one-to-one recorded time with a manager for reflection and support.

There is a comprehensive workforce development plan. This has been recently updated. A training matrix identifies all the training required for each member of staff. It is monitored by the manager to ensure that staff are completing the training required for their role.

Communication is a strength of the manager and the staff team. Parents and professionals say they are kept informed of everything that happens. Therefore, partnerships with parents and professionals are well developed and they feel included in their child's life at this home.

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 registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This particularly refers to supervision of staff taking place in line with the registered manager's policy of a minimum of twice a month during the induction period and once a month thereafter.	5 March 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: 2502918

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

Inspector

Shaun Caplis, Social Care Inspector

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