

2502918

Registered provider: Protea Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a two-bedroomed, privately owned residential home. It is registered to support children aged eight to 18 years who have emotional and behavioural difficulties.

The manager is suitably experienced and qualified. He registered with Ofsted on 11 September 2019. He manages this home and another Protea two-bedroomed home close by.

Inspection date: 12 March 2020

Date of last inspection: 30 September 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

The children are making good progress across all areas of their development. Staff work very hard to establish trusting relationships with children. This is achieved through patience, consistent responses and a genuine warmth. One child said, 'They look after me here. I know that they care. I think the home is well run. I am asked my views all the time.'

Since the last inspection, no children have moved in or out, and there have been no safeguarding concerns, complaints, allegations against staff, self-harmful behaviours or bullying incidents.

Education is promoted. The manager liaises with the virtual school headteacher to ensure that the children have an appropriate education placement. Children who previously struggled to engage in education now achieve good attendance. Staff work in partnership with education providers and communication is good. This contributes to the children's progress in education.

There has been a reduction in physical interventions. Children have comprehensive behaviour support plans which provide clear guidance to staff. Records show that any intervention taken is an absolute last resort. Following an incident, the manager ensures that the view of the child is obtained, and that staff are debriefed. This enables children to reflect and the staff to gain strategies to reduce the likelihood of further incidents.

One child has a significant history of going missing for several days at a time. This risk-taking behaviour is greatly reducing. Episodes are less frequent and for shorter periods of time. The staff are proactive in locating the child and follow missing-from-home procedures well to ensure her safe return.

Staff complete regular, high-quality key-work sessions with the children that cover a wide variety of topics. These sessions help children to look at past and present behaviours and anything that may be worrying them. Children said that the sessions are helpful, and that they feel listened to and are involved in making decisions about the care that they receive.

The experienced manager has a clear vision for the home. He has made great improvements to the quality of care provided to the children. Staff now receive regular, good-quality supervision which supports their development and equips them with the necessary skills to meet the individual needs of the children.

All the staff are up to date with the organisation's mandatory training. However, one staff member, who had worked at another children's home previously and not achieved a level 3 qualification, has not met the timescale to achieve this, as set out in regulation. The manager has enrolled the staff member and they are working towards the qualification.

The manager has met to good effect the three requirements and two recommendations set at the last inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2019	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
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1 April 2014, 1 April 2016. (Regulation 32(4)(a)(b)(5)(a)(b))	03/07/2020

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 317 Horn Lane, London, Middlesex W3 0BU

Responsible individual: Georgina Parkin

Registered manager: Thomas Deakin

Inspector

Lynne Drage, Social Care Inspector

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