

2569519

Registered provider: Pilgrim Extra Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is the only home owned by this private provider. The home is registered to provide care and accommodation for up to four children with emotional and/or behavioural difficulties.

There is no registered manager. A new manager is in the process of applying to register with Ofsted.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 3 to 4 August 2021

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

Requires improvement to be good

How well children and young people are helped and protected

Requires improvement to be good

The effectiveness of leaders and managers

Requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 5 May 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

A full inspection was carried out at this setting on 5 May 2021. Significant shortfalls were identified relating to the safe recruitment of staff, and also staff's understanding safeguarding procedures. As a result of these shortfalls, Ofsted

issued a compliance notice in relation to regulation 12, the protection of children.
The report is published on our website.

Following a monitoring visit, carried out on 17 June 2021, the compliance notice was re-issued. The report is published on our website.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/05/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

There is one child living at the home. He is happy, settled and making good progress. Those who know him, including the independent reviewing officer and social worker, say that his social communication skills are much better and that his independence skills have improved. He rated the home as '10 out of 10'.

He has excellent school attendance. Staff have supported him to continue with education activities when he has had to self-isolate. Communication between home staff and school staff is very good. Staff have continued to develop the skills he has been learning in school.

All of his routine health needs are met. Staff plan ahead for health appointments and prepare him in advance for what will happen. Support with specialist appointments has helped him to improve his mobility.

He is involved in a wide range of activities in the home and in the community. He regularly volunteers to help with household chores such as cleaning the car and mowing the lawn. Staff support him with his interests, such as gardening and learning to play the guitar.

His family are important to him and staff support him to see them regularly. This includes on important occasions, such as birthdays. On a recent visit, staff took him out for the day to meet up with his family. He had planned all the activities for the day and was able to 'treat' his family to fish and chips at the seaside.

Feedback about this child's care is universally good. However, the child is currently the only child in the home. While managers and staff have managed to meet this child's needs very well, their capacity to successfully care for another child alongside the existing child is untested.

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

Historically, staff have struggled to meet the needs of children with complex needs that may challenge staff. The child currently living at the home does not have any needs arising from behaviour that may pose a risk to himself or others and which staff may find challenging to meet. He is extremely settled; there have been no incidents of going missing, self-harm or physical restraint. There have been two very minor incidents. Staff have managed these appropriately.

The child has good relationships with the staff. He feels able to open up to staff and talk to them. Staff know and understand him very well. Behaviour management

plans and risk assessments clearly identify risks and strategies that staff should use. Staff have a good understanding of potential risks and how to support the child.

Staff have received training in safeguarding procedures, including whistle-blowing. Safeguarding is a standing agenda item in staff meetings and in staff supervision. Scenarios are used to help staff apply the training to potential real-life situations. However, this has not yet been tested in practice.

No allegations or serious concerns have been raised. There has been one staff conduct issue. This has been managed appropriately.

Improvements have been made to the recruitment process. Checks are more thorough; however, they are not as rigorous as they need to be. Additionally, only one person has been recruited since the last inspection. This makes it difficult to determine if the improvements are embedded in practice.

The house feels homely. It is well maintained and decorated. There is plenty of communal space. Children's toys and games are everywhere, including models that the child has built.

The effectiveness of leaders and managers: requires improvement to be good

The manager is experienced, and she has a suitable qualification. She is in the process of applying for registration. She has introduced new systems, such as an induction programme, and has made improvements to other systems. However, these have yet to be fully tested over time.

Since opening, the home has struggled to recruit experienced and qualified staff, which has impacted on the ability of staff to keep children with complex needs safe. The staff team has undertaken a range of training and some experienced staff have been recruited, including a deputy manager. The appointment of more experienced staff, combined with staff training, is positive. Staff are now able to talk about safeguarding practice and procedures with greater confidence. However, their capacity to meet the needs of a second child in the home remains untested.

Leaders and managers have made child-centred and sensible decisions regarding the admission of more children to the home. They recognise that without exceptionally careful matching, there could be an adverse effect on the child already in placement if the staff struggle to meet a second child's needs.

Staff morale is good. Staff are supported through regular supervision and team meetings. Both are used to improve staff skills and understanding around practice areas identified for development. Safeguarding and whistle-blowing have been explored and further sessions are planned on missing from care and county lines.

The manager and staff have good working relationships with partner agencies. Communication with external agencies is good. All necessary information is shared

in a timely manner. This ensures that everyone involved in the care of children is able to respond to any concerns swiftly.

The compliance notice that was issued following the full inspection and subsequent monitoring visit on 17 June 2021 has been met. Recruitment practice is improved, although there are some aspects to address regarding verification of references. Staff have received training and are more confident about safeguarding practice. The addition of new, experienced staff also gives confidence.

Three of the four requirements issued at the full inspection on 5 May 2021 have been met. The requirement around staff recruitment has not been met and has been re-issued.

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 may only— employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3) The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d)) In particular, where a person has previously worked in a position involving work with children or vulnerable adults, verification, so far as reasonably practicable, of the reason why the employment or position ended should be sought. There must be a complete record for each position that has been verified.	13 September 2021

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: 2569519

Provision sub-type: Children's home

Registered provider: Pilgrim Extra Care Ltd

Registered provider address: 43 Woodville Road, Boston, Lincolnshire PE21 8AR

Responsible individual: Agness Karimazondo

Registered manager: Post vacant

Inspector

Alison Marshall, Social Care Inspector

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