

2569519

Pilgrim Extra Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider, and is the only children's home operated by this provider. It can provide care and accommodation for up to four children with emotional and/or behavioural needs.

The registered manager has recently left. The day-to-day running of the home is being undertaken by the responsible individual until a new manager is appointed.

This monitoring visit was undertaken in response to a complaint. The complaint was made to Ofsted from a member of the community following an incident in February 2021. This visit focused on the home's behaviour management strategies and management arrangements.

The monitoring visit was undertaken onsite. Staff and children were given the opportunity to speak to the inspector as part of this visit. Feedback was sought from relevant professionals.

Inspection date: 24 March 2021

This monitoring visit

Several areas of concern were identified from this monitoring visit. In particular, a significant incident in February 2021 could have been prevented had staff followed the agreed risk assessment that was in place. Another incident, during which the child was left unsupervised, led to the child accessing keys to the home's vehicle and money from the home's safe. This could have resulted in harm to the child and members of the community.

Senior managers failed to review or evaluate the incident of February 2021 effectively. This means that opportunities for improvement have been missed. Management oversight of incidents is poor. Poor record-keeping contributes to the lack of effective management oversight. Some areas of concern and risk factors are not clearly identified.

The staff team lacks knowledge and experience because there has been a high turnover of staff in the home. The high turnover of staff reduces the capacity for children to build stable and trusting relationships with the adults who provide care to them.

Staff do not currently have sufficient skill in managing behaviours that challenge. However, one child in the home, who has different needs, is settled and is making progress. He is settled at school and has good attendance. Effective multi-agency working means that his health needs are being addressed.

The requirements from the previous monitoring visit have not been met and have been reset. A further requirement and a restriction notice have been imposed following this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21 January 2021	Monitoring Visit	N/A
11 November 2020	Monitoring Visit	N/A

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) This relates in particular to staff following children's risk assessments and risk assessments reflecting current concerns.	7 May 2021
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) This relates in particular to staff having specific and relevant training to manage identified behaviour in the home.	7 May 2021

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— 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. (Regulation 13 (2)(f)) This relates in particular to reviewing and evaluating significant incidents and events in the home to support improvement.	7 May 2021
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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: 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: Carolyn Hughes

Registered manager: Post vacant

Inspector(s)

Sarah Orriss, Social Care Inspector

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Piccadilly Gate
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Textphone: 0161 618 8524
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