

2571480

PSS Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to five children. The organisation's statement of purpose says that the home aims to provide children with a safe, stable home.

The registered manager resigned in June 2020.

Inspection date: 11 March 2021

This monitoring visit

Ofsted conducted a monitoring visit in January 2021 following significant concerns raised by professionals and information received in safeguarding notifications. Ofsted served three compliance notices and a notice restricting accommodation as a result of the visit findings. A monitoring visit in February 2021 was undertaken to review the provider's progress in meeting the steps set out in one of the compliance notices, in relation to fire safety. The visit concluded that the provider had met the steps set out.

This visit was undertaken to monitor the provider's adherence to the restriction of accommodation. There have been no children admitted to the home. The scope of the visit also included reviewing the provider's action in meeting the steps set out in the remaining two compliance notices. These were in relation to the protection of children and leadership and management of the home. The visit combined on-site and remote work. The on-site activities included a discussion with the interim manager and the responsible individual and a review of records. The remote activities included further discussions with the interim manager and a review of records. The visit identified that the provider has not met the steps in either of the two compliance notices. There are continuing shortfalls in the leadership and management of the home. At the time of the visit, there were no children living at the home.

The home's location risk assessment is insufficiently detailed. The assessment fails to consider all known risks in the area clearly and to provide effective guidance on, and actions to reduce, the risks. The assessment fails to consider the potential of increasing the risks that some children may be exposed to if they are admitted to the home.

The manager has failed to ensure that the staff recruitment is in line with the home's recruitment policy. Recruitment checks fail to ensure that all required references have been sought, discrepancies in information checked and that there is a clear record of staff promotion within the organisation. Although the provider has risk assessed the suitability of one member of staff, they have not provided the supervision that was identified as a risk-reduction measure. Consequently, the provider cannot be assured that children are protected from unsuitable people working at the home.

The manager has failed to ensure that there are enough staff to provide care for the registered number of children. The current staff team comprises five staff members, including two staff who are on probation, and the interim manager. The interim deputy manager, despite working for the provider since 2017, does not hold a relevant level 3 qualification in line with regulatory requirements. The home does not have enough skilled and experienced staff to meet the needs of the children as outlined in the statement of purpose.

Some staff have failed to complete the organisation's mandatory training. This training includes understanding racial discrimination, knife crime and county lines. Consequently, not all staff have the training detailed in the home's statement of purpose.

The management oversight is ineffective. Children's daily records provide concerning information about incidents that occurred before they moved out of the home. Incidents of staff finding empty alcohol bottles in the children's bedrooms have no follow-up review by the manager. Incidents of a child smoking and staff allowing a child to bleach her hair to the point of it breaking off have not been followed up. There is no management oversight or review of the incident records. The management team's monitoring has failed to identify or address the shortfalls in staff's practice.

Managers have received a record of the fire risk assessment undertaken by an external company. The fire risk assessment details 17 actions that are required to be met within differing timescales. The provider has met nine of 11 early required actions. A further eight actions are required to ensure that the provider has reduced the risk of fire at the home to an acceptable level.

Managers have met the requirement raised at the monitoring visit in January 2021. Monthly independent reports are now sent to Ofsted. This enables Ofsted to have a monthly overview of the home.

The responsible individual has made interim changes to the management of the home. The organisation's operations manager has, within the last week, taken on the position of the interim manager. There has not been sufficient time to assess the effectiveness of the appointment.

The management team has made some improvements since the last monitoring visit. All children's bedrooms are clean, new mattresses have been purchased and broken window restrictors have been replaced. The communal areas are clean and hazards such as extension leads have been removed. The home provides a warm and welcoming environment for children.

The staff have accessed training provided in specific areas such as managing self-harm, understanding child sexual exploitation, professional boundaries and safeguarding children. This training provides the staff with knowledge on some of the children's potential needs.

The operations manager has reviewed and updated several of the home's policies. The staff attended training and workshops to discuss and have an informed awareness of how to implement the policies in their practice and care for the children. New staff will have an extended induction, to provide them with a longer period to understand the routines, policies and ethos of the home.

The management team has implemented a new dedicated email address for staff to access to whistle-blow. This system provides an additional route for the staff to raise concerns.

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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(h))	1 April 2021
If the Regulatory Reform (Fire Safety) Order 2005(i) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))	1 April 2021

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the provider's adherence with the restriction of accommodation and the progress made in meeting the steps set out in two compliance notices.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2571480

Provision sub-type: Children's home

Registered provider: PSS Care Group Limited

Registered provider address: 284 Chase Road, London N14 6HF

Responsible individual: Frederik Booysen

Registered manager: Post vacant

Inspectors

Natalie Burton, Social Care Inspector
Lianne Bradford, Social Care Inspector

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