

2575004

Assurance visit

Information about this children's home

The home is dual registered with the Care Quality Commission.

The home can provide care for up to six young people. Its specialism is to provide care to young people with eating disorders and associated conditions.

The home is part of a large national, private organisation. This organisation has its own clinical team.

The home and the manager have been registered with Ofsted since 31 March 2020.

Visit dates: 2 to 3 December 2020

Previous inspection date: Not previously inspected

Previous inspection judgement: Not previously inspected

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Young people are happy at the home and feel safe. They have built trusting relationships with the staff who care for them. Young people particularly mentioned the registered manager as being an important person in their lives. Staff speak about the young people with care, warmth and pride.

Staff work collaboratively with the home's multi-disciplinary team and other professionals to provide a cohesive approach to the young people's care.

Young people are supported and encouraged to express their views. They are involved in all aspects of their care and care planning. This is seen as a key part of developing the young person's understanding of their needs, their engagement with their plans, their therapy and the development of self-management techniques.

Education can be very challenging for the young people. Some have been out of education for an extended period of time. Currently education is provided by the organisation at a local college. Leaders and managers at the home have identified this is an area that would benefit from improvement. They are in discussion with the organisation's senior managers to address this.

The safety of children

Staff have a very good understanding of risk and how to manage this. Staff work with young people to develop their understanding and self-management of their risk-taking behaviours.

Risk levels are kept under review by senior managers. Currently, individual's plans do not provide clear information about the arrangements for one-to-one staffing and the potential for restrictive practices to occur. In addition, consideration must be given to an application for a deprivation of liberty order in a timely manner.

Impact risk assessments are detailed but do not consistently contain enough information on the potential risks the current young people may present to a new young person.

Staff manage young people's needs and behaviour well, especially self-harm and eating disorders. They provide a supportive and enabling environment for the young people. When restraint is used, which is rare, this is proportional to the behaviours and keeps young people safe. The quality of incident reports varies; some lack relevant detail, particularly about self-harm. In addition, there have been two incidents which were not notified to Ofsted as required.

Staff have a good understanding of safeguarding, their duty of care, the procedure and practice. Safeguarding records are generally of a good quality but one required more detail of the actual disclosure.

Young people rarely go missing. When this does happen, staff respond swiftly and appropriately.

Leaders and managers

This is the home's first visit by Ofsted since it became registered on 31 March 2020. The manager successfully completed their registration with Ofsted on the same date and is appropriately qualified for their role.

Leaders and managers have a good understanding of the strengths and areas for development of the service. The monitoring reports produced by the manager contain a lot of detail. However, these do not consistently analyse and evaluate the work undertaken which would aid in the development of the home. Leaders and manager are using the independent visitors report effectively to improve practice.

Leaders and managers have been working to create a homelier domestic environment by changing the medical culture and language within the home. Good strides have been made but they recognise further work is needed.

Staff have worked hard to reduce the impact of COVID-19. They understand the impact this has had on young people and their progress. There is a good-quality pandemic contingency plan in place.

Complaints are addressed effectively and records maintained. However, these records do not consistently state the complainant's view on the outcome of an investigation.

Staff feel supported by leaders, managers and their peers. There is a range of support and supervision for staff which includes individual, group and clinical support sessions. Staff supervision records are not of a consistently good standard. They did not consistently reflect discussions held, or review training needs or previous actions set.

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 requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	31 January 2021
The registered person must ensure that all employees—receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, staff supervision records must be of a consistently good quality, include a discussion of training needs and record any actions required, which should be revisited at the following session.	31 January 2021
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3)) In particular, the records of complaints must include whether the complainant is satisfied with the outcome of the investigation or not.	31 January 2021
The registered person must notify HMCI and each other relevant person without delay if—	31 December 2020

a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	
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Recommendations

- The registered person should obtain a deprivation of liberty order application swiftly, when relevant. In addition, the young person's plans must include specific details about how the young person will be supervised on a one-to-one basis.
- A deprivation of liberty may occur where a child is both under continuous supervision and control and is not free to leave the home. A children's home cannot routinely deprive a child of their liberty without a court order, such as a section 25 order to place a child in a licensed secure children's home, or, in the case of young people aged over 16 who lack mental capacity, a deprivation of liberty may be authorised by the Court of Protection following an application under the Mental Capacity Act 2005. ('Guide to the children's homes regulations including the quality standards', page 49 paragraph 9.63)
 - The registered person should seek information on the risk the current group of young people may pose to a new young person as recorded in the impact risk assessment requires more detail. The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs, as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56 paragraph 11.4)
 - The registered person should ensure that detailed records are held. Regulations 35-39 detail the records that must be kept in children's homes. All children's case records (regulation 36) must be kept up to date and stored securely whilst they remain in the home. Case records must be kept up-to-date and signed and dated by the author of each entry. Children's case records must be kept for 75 years

from the date of birth of the child, or if the child dies before the age of 18, for 15 years from the date of his or her death. ('Guide to the children's homes regulations including the quality standards', page 62 paragraph 14.3)

Children's home details

Unique reference number: 2575004

Registered provider: Partnerships In Care 1 Limited

Registered provider address: Fifth Floor, 80 Hammersmith Road, London W14 8UD

Responsible individual: James King

Registered manager: Amanda Gardner

Inspectors

Wendy Anderson, Social Care Inspector
Paula Lahey, Regulatory Inspection Manager

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