

2622281

Registered provider: PCF Residential Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children who may experience behavioural, emotional and social difficulties.

The post for a registered manager is vacant.

Inspection dates: 29 and 30 June 2022

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

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

The effectiveness of leaders and managers inadequate

There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 23 March 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection:

A monitoring visit was undertaken on 10 May 2022. Serious and widespread concerns were identified in relation to the care and protection of children and the leadership and management of the home. The provider was issued with three compliance notices under regulations 12, 13 and 14 of the Children's Homes (England) Regulations 2015. A notice of restriction of accommodation was also issued.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2022	Interim	Sustained effectiveness
20/12/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

One child was living at the home at the time of the inspection. The child's overall progress and experiences have been hindered because of poor leadership. Managers have failed to meet the steps in the two compliance notices issued at the last inspection. In addition, they have not taken action to meet three requirements raised at the last inspection under regulations 5, 10 and 44 of the Children's Homes (England) Regulations 2015.

Managers and staff have a poor understanding of the child's individual needs. The child's care plans are not up to date and therefore do not provide clear guidance on how best to support her. Furthermore, managers have failed to obtain the most up-to-date information from the child's placing authority. This disorganised approach to care planning means that the child is not provided with effective or well-coordinated care to ensure that she makes good progress.

The child's health needs are not promoted well by staff. For example, key meetings with health professionals have not taken place. This is because managers and staff were unaware of the recommendations raised at the child's statutory health review. As a result, they have failed to take action to meet the child's health needs.

Managers and staff do not fully understand the child's emotional health needs. For example, managers and staff do not understand how the child is progressing with the psychological support that she is accessing. This lack of professional curiosity means that staff are not fully invested in supporting the child's emotional well-being.

The child has not been well supported to maintain contact with people who are important to her. Managers do not know when the child last spent time with her siblings or how plans relating to family time are being reviewed. This has had a detrimental impact on the child being able to repair and maintain her relationship with her siblings.

The child attends school regularly and speaks positively about school. However, managers and staff do not know when the child's next education review is following a scheduled meeting being cancelled. In addition, information relating to the child's education is not accessible to staff. This lack of awareness and diligence means that there are missed opportunities to review the educational support available to the child to ensure that this is appropriate to help her reach her learning potential.

The child lives in a welcoming home environment. The home is clean and tidy, and the child has personalised her bedroom. A high staff turnover means that she is not always cared for by familiar adults. However, the child does have a positive relationship with those staff who are permanent.

Staff provide a wide range of activities to enhance the child's life experiences and social skills. The child regularly attends youth groups and dance lessons and has recently participated in a dance production. This is helping her to develop confidence and self-esteem while having fun.

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

The child is not yet receiving clear and consistent boundaries from all staff who care for her. For example, staff have different expectations as to what time she should go to bed. This means that the child does not always understand what is expected of her. However, when challenging behaviour has occurred, staff work hard to de-escalate situations quickly and they support the child to reflect on her behaviour following incidents.

Since the last inspection, managers have ensured that all staff are trained in safeguarding and child protection. In addition, managers have developed the induction for new staff, which has a greater focus on safeguarding practice. This helps staff to understand and follow the home's safeguarding procedure. When a safeguarding concern arose in respect of a child, procedures were followed to keep the child safe. Information was promptly shared with safeguarding agencies to ensure a multi-agency approach to managing risk.

The child's vulnerability is generally well considered and understood. However, risks associated with the child accessing the internet have not been appropriately considered. This issue was rectified during the inspection and a more robust risk assessment was provided.

Staff have important conversations with the child about a range of topics, including online safety and child exploitation. This helps the child to understand risk and develop strategies to keep herself safe.

The effectiveness of leaders and managers: inadequate

The home has been without a registered manager since 10 June 2022. A new manager was appointed but left abruptly and without notice. Recruitment for a new manager is ongoing. As an interim arrangement, the deputy manager is overseeing the management of the home with the support of the responsible individual. The responsible individual has been in post for four weeks. She works in the home daily to support the manager.

Since the last inspection, there have been several staff changes. There are currently seven vacancies. As a result, the child has not experienced the stability she requires from a consistent team of people caring for her.

Some staff lack understanding and practice experience of children's residential care. In addition, the home's therapeutic approach to care, as outlined in the statement of purpose, is not yet embedded in staff practice. This limits staff's ability to

understand the child's life experiences, respond appropriately and develop consistent approaches to the child's care.

Monitoring and oversight by managers have failed to identify shortfalls in the child's care planning. Therefore, action has not been taken to address these. Insufficient communication and record-keeping have resulted in significant challenges in care planning and support for the child. For example, managers have not escalated their concerns when they have not received crucial care planning documents. They have not ensured that multi-professional meetings have taken place to support children's health needs. In addition, the child has not had contact with her siblings for a six-month period because leaders and managers have not proactively identified and addressed this gap in her care planning. As a result, managers are not acting to improve the child's experience and progress in key areas.

As a result of changes in management arrangements, the latest quality of care report was not submitted to Ofsted on time. In addition, the document does not meet regulatory requirements. The interim manager, who has now left, did not ensure that this captured the challenges faced by the home during the review period. As a result, it is unclear what learning there has been, if any, and what plans are in place to ensure that improvements are made to the quality of care that children receive.

Ofsted has not received the independent visitor's reports in line with regulation. A report that had not been submitted to Ofsted was provided to the inspector during the inspection. On review, the inspector found that a two-week period has not been considered. This had not been identified by managers. However, the provider has appointed a new independent visitor following concerns raised about the lack of scrutiny at the last inspection.

Since this inspection, the provider has applied to cancel the home's registration. This has been accepted by Ofsted. As a result, the home is no longer operational.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(b)(c)) In particular, the provider must ensure that managers challenge the placing authority or other agency when they do not feel that their response supports children's needs.	10 August 2022
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans;	10 August 2022

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)) In particular, the provider must ensure that managers and staff understand children's health needs and ensure that children access the support required to promote their health and well-being.	
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; 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; 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)(f)(h)) In particular, the manager must ensure that staff receive the necessary training to carry out their role. In addition, managers must maintain effective oversight of the home.	10 August 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.	10 August 2022

In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home; and that each child’s relevant plans are followed; that, subject to regulation 22 (contact and access to communications), contact between each child and the child’s parents, relatives and friends, is promoted in accordance with the child’s relevant plans. (Regulation 14 (1)(a)(b) (2)(b)(ii)(c)(d)) In particular, the provider must ensure that they understand and review children’s care plans in line with their needs. In addition, the provider must ensure that contact between children and their family is promoted.	
The registered person must maintain records (“case records”) for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date. (Regulation 36 (1)(a)(b))	10 August 2022
The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children’s well-being. The independent person’s report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (4)(a)(b) (5)) In particular, the registered person must ensure that the independent visitor provides sufficient external monitoring of the home to support improvement and help to promote children’s welfare.	10 August 2022

The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5)) In particular, the registered person must ensure that the regulation 45 report clearly identifies actions to improve care for children. In addition, it must also consider the views and feedback from children, their families and external stakeholders.	10 August 2022
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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: 2622281

Provision sub-type: Children's home

Registered provider: PCF Residential Childcare Limited

Registered provider address: Brook House, Moss Grove, Kingswinford, West Midlands DY6 9HS

Responsible individual: Sally Hanson

Registered manager: Post vacant

Inspector

Natasha Skinner, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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