

2630055

Registered provider: 4 Pure Heart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to two children who may experience social and emotional difficulties.

At the time of the inspection, there was one child living in the home.

The registered manager post is vacant. There is a manager in post who has not yet applied to register with Ofsted.

Inspection dates: 18 and 19 January 2023

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

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **Inadequate**

There are serious and widespread failures that mean that children and young people are not protected and 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: 9 November 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This home was judged inadequate at the last inspection on 18 and 19 October 2022. Following that inspection, Ofsted issued a notice restricting accommodation at the home. This notice had immediate effect from 10 November 2022 until 2 February 2023.

A monitoring visit was carried out on 22 December 2022 to monitor the provider's compliance with the restriction of accommodation notice. The provider had complied with the conditions of the notice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2022	Full	Inadequate
08/06/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Managers and staff are not delivering good-quality care that is in line with the child's relevant plans. Furthermore, poor safeguarding practice and ineffective leadership and management at the home are having a significant detrimental impact on the child's experiences and progress.

The manager and staff do not have a good understanding of the child's educational needs. Home school tutoring is available for the child at home. However, there are no expectations for the child to complete this. During this inspection, the child visited a local beauty and hairdressing salon in school hours. This does not demonstrate that the manager and staff prioritise the child's education or support the child to achieve.

Leaders and the manager do not provide the staff team with sufficient information about the child's health needs. Health documentation is poor and does not include all relevant details. Consequently, the child has not been supported to attend health appointments required to meet their needs.

The manager and staff consider the child's wishes and feelings in some areas of her life. However, when the child made a complaint about staff in relation to not receiving their medication, staff did not take action to address this.

The manager and staff recognise the importance of the child having regular and meaningful time with family and friends. The child has been able to recently stay overnight with family members. This is helping the child to rebuild important relationships.

How well children and young people are helped and protected: inadequate

Safeguarding practice in this home is not sufficiently robust and does not promote the safety and welfare of the child.

Leaders, the manager and staff have not taken effective action to safeguard the child from the risks that the internet can pose. The child has unsupervised access to the internet. Leaders, the manager and staff do not recognise the risks to the child or implement age-appropriate boundaries around the use of the internet. This lack of knowledge and action does not safeguard the child.

Staff do not establish age-appropriate boundaries for the child. This is specifically around the child's routines and wearing appropriate clothing for their age. This does not provide the child with structure and boundaries to support the child's emotional and behavioural development.

There was a poor response from staff in relation to an incident of self-injurious behaviour. Staff did not review this incident effectively to identify if practice can improve to reduce this risk to the child. This does not safeguard the child. Furthermore, leaders, the manager and staff do not support the child to develop effective coping strategies to try and reduce any incidents reoccurring.

Medication records do not include all relevant details. This includes the amount of medication administered and the time given. The manager and staff were unaware of what medication the child required and could not provide evidence that medication had been consistently administered. Medication practice in the home is unsafe.

Risk management plans are ineffective as they do not contain relevant and current information about the child's known risks. Some identified risks, such as the risk to the child using the internet, are not clearly assessed. Staff spoken to were not clear about the required strategies to minimise risks in relation to the child. This lack of knowledge does not safeguard the child.

The child does not receive consistent help and support to develop their understanding of how to keep safe. Staff have not completed any meaningful work with the child to address their risks and vulnerabilities in relation to healthy relationships or internet safety.

The manager and staff do not ensure that the home is maintained to an acceptable level of cleanliness. Poor standards of hygiene were observed by the inspector in both the child's bedroom and bathroom. Although this was brought to the attention of the manager and staff, immediate action was not taken to rectify the concerns raised.

The effectiveness of leaders and managers: inadequate

The registered manager post is vacant. There is a manager in post who has not yet applied to register with Ofsted. Staff spoken to said that the new manager is supportive. They identified some improvements that the manager had made in the home. However, there was limited evidence to demonstrate the changes made.

The provider has failed to ensure that all staff have the knowledge, skills and experience to safely care for the child. Although staff had attended training in key areas such as internet safety, staff have not taken effective action to safeguard the child from the risks that the internet pose.

Some professionals spoken to report that some staff keep them updated and communicate well. However, one professional raised a concern about the ability of staff to implement age-appropriate boundaries for the child.

Staff do not have practice-based supervision and are not encouraged to reflect on incidents in the home. This poor practice is not driving improvements in the quality of care provided to the child.

The provider has not ensured that the home's workforce provides continuity of care to the child, due to be a high turnover of staff. However, staff who have been employed for a long time do care about the child and said that they are frustrated by the continued changes made.

The management team does not used monitoring systems to continually review the quality of care provided to the child. The team does not review and evaluate all significant incidents in the home. Consequently, staff continue to use practice that is ineffective, and changes to care practices are not implemented. This is a missed opportunity to learn from incidents and prevent these from reoccurring.

Further to this inspection, a number of the requirements were restated as action had not been taken to meet the breaches in the Children's Homes (England) Regulations 2015.

At the end of the inspection, the provider submitted an application to cancel the home's registration.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(i)(iii)(iv)(v)(viii)) In particular, leaders and managers must ensure that they provide age-appropriate routines, structure and boundaries which support the child's engagement in education.	6 March 2023
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	6 March 2023

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; 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)) Specifically, leaders and managers must ensure that the child's health needs are understood and that there are clear plans in place to ensure that staff are meeting these needs. Leaders and managers must ensure that staff understand what medication children are prescribed and in what circumstances this must be administered. Further to this, leaders and managers must ensure that staff help the child to understand the impact of harmful substances on their health and well-being.	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(vi))	6 March 2023

In particular, leaders and managers must ensure that the child's risk assessments clearly identify the risks to the child and the actions staff must take to reduce these risks. Further to this, leaders and managers must ensure that staff follow these risk assessments and take effective action to keep the child safe from harm. Leaders and managers must ensure that staff help the child understand how to keep safe.	
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; ensure that the home's workforce provides continuity of care to 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)(c)(e)(f)(h)) In particular, leaders and managers must ensure that staff reflect on training, through supervision and team meetings, to ensure that they understand how this training is relevant and that it must inform and improve their practice. Further to this, leaders and managers must ensure that there is effective oversight of children's records and significant incidents.	6 March 2023
The care planning standard is that children—	6 March 2023

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. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(c)) In particular, leaders and managers must ensure that children's relevant plans, such as local authority care plans and child looked after health plans, are used to inform the home's plans for the child's care. In addition, leaders and managers must ensure that outcomes and actions from care planning meetings have an appropriate and timely response to ensure that the child's needs are being met.	
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	6 March 2023

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: 2630055

Provision sub-type: Children's home

Registered provider: 4 Pure Heart Limited

Registered provider address: Atlantic Business Centre, Atlantic Street,
Broadheath, Altrincham, Cheshire WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Post vacant

Inspector

Emma Thornton, Social Care Inspector

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