

2645098

Registered provider: Protea Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted on 9 November 2021. It provides care for one child with emotional and/or social difficulties.

The home's previous manager, who had registered at the same time as the home, left in March 2022. A new manager registered with Ofsted in April 2022.

Inspection dates: 12 and 13 April 2022

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: good

The child living at this home moved from another home within the organisation. The child has settled in well and they describe feeling able to 'be themselves'. The child feels happier not living with other children. They feel cared for and say that they can speak with any of the staff about anything. They have developed physically and emotionally because of the bespoke person-centred care planning. They have developed good, trusting relationships with the staff. Positive relationships are seen as the best way to give the child a firm foundation and make progress.

The child's grandmother was very complimentary about the staff and how they enable regular contact. She said that the child was 'the happiest they had been'.

Staff are working with the child to ensure that they have the relevant medical reviews and assessments. This has included seeking psychological support, but it was not assessed as being necessary.

Staff are constantly seeking the child's input into decisions about their home. This includes holding house meetings that incorporate weekly planning for activities and menus. As there is only one child, many of these discussions occur on an informal basis and are noted afterwards. This is to ensure that the child's home does not begin to feel institutionalised.

The child was recently experiencing difficulties in their education setting. The staff successfully advocated for the college to maintain the child's place. However, the child has since been permanently excluded and an alternative provision is being looked into. The college praised staff for proactive partnership work and doing everything they could to support the child. Professionals have praised the staff for supporting the child to develop a good sense of self-worth and positive identity.

Staff are working to prepare the child for adulthood and eventual independence. Staff are now incorporating this work into education-based tasks and activities. This enables the child to learn these skills without drawing attention to them being learning activities. This approach demonstrates staff's sensitivity to the emotional impact on the child of leaving care and moving into independence.

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

Staff are working with the child to build up their independence away from the home. The child is increasing the time they spend out of the home on their own and is responsible for responding to staff calling them to check they are safe and well. However, the child is usually back at the home before staff would need to make these calls.

Going missing from home has not been an issue for this child. Staff still keep an up-to-date missing-from-care protocol for staff to follow should an incident occur.

The manager carries out incident debriefs and ensures that learning is gained from any incidents. There was an increase in incidents at the start of the year. The child and the team have reflected on the reason for the increase. They all agree that inconsistencies in approaches and responses to situations, because the team were new to the home and the child, exacerbated the situation. Some staff were also new to working in residential childcare. The team is now stable, and they have regular discussions, such as during handover meetings, and agree responses to prevent situations escalating. Staff work hard to de-escalate situations as they arise. This approach has meant that the need to physically hold the child has been minimal, despite the increase in incidents earlier this year. When physical holds were required, they were minimal in type and duration.

Staff training covers all the relevant topics. Staff also had to pass on their own learning from equality and diversity training to help educate the child in relation to their use of inappropriate language towards staff. The child is beginning to recognise how hurtful these comments are, and there has been a decrease in incidents of this nature. The aim is for this knowledge to better equip the child for life and education in a multicultural society.

The effectiveness of leaders and managers: good

The manager has recently been promoted from the role of deputy manager. She has been involved in establishing the ethos of the home and embedding the organisation's policies and procedures. She has a good understanding of the child's progress, and their interactions and rapport are warm and caring.

Staff say that the manager provides a supportive environment that enables them to work well and develop their skills. The manager has a good understanding of the home's strengths and recognises where there are areas for development, to further enhance practice within the home.

Managers challenge other professionals as appropriate when there are ineffective responses or failure to provide relevant paperwork. This ensures that the team has the information they need and that children in their care receive a good-quality service.

Leaders and managers carry out regular internal audits to ensure that they are happy with the progress the child and staff are making. These checks are assisting with improving standards within the home.

Two shortfalls have been identified following this inspection. One relates to the lack of fire drills conducted when a new child moves in or a new member of staff starts work in the home. This has the potential to place the child and staff at risk. The other shortfall relates to records, including the home's development plan and some of the risk assessments, that fail to detail accurate and up-to-date information,

despite having been reviewed recently. This prevents staff from working with current and relevant information.

Children's views are incorporated into all aspects of the children's home. A recent addition is a board that details what the child has requested and what staff have done in response. This actively demonstrates how the child's views are shaping their care and experiences.

The independent person's monthly reports contain complimentary feedback from professionals. They commend the team's positivity and commitment to children.

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
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d)) This specifically refers to ensuring that fire drills are conducted when new children move in or new staff start working in the home.	12 June 2022

Recommendation

- The registered person should ensure that records and reports are completed fully, with attention to detail and accuracy. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2645098

Provision sub-type: Children's home

Registered provider: Protea Care Limited

Registered provider address: 317 Horn Lane, London W3 OBU

Responsible individual: Bon Rogers

Registered manager: Patrizia Giammarco

Inspector

Sonia Hay, Social Care Inspector

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