

2683113

Registered provider: The Place Young Peoples Company Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children with emotional or social difficulties.

The manager registered with Ofsted in October 2022. They were not present at the time of the inspection.

Inspection date: 22 July 2024

This monitoring visit

This children's home was judged inadequate at its last full inspection on 4 and 5 June 2024. Inspectors identified significant shortfalls in how children were protected and widespread failures in leadership and management that impacted on children's overall experiences. Following that inspection, Ofsted served two compliance notices in respect of the help and protection of children and the leadership and management of the home and issued a restriction of accommodation notice.

This monitoring visit was undertaken to monitor compliance with the restriction of accommodation notice and to evaluate what steps the provider had taken to meet the actions set out in the compliance notice and requirements.

The provider has complied with the restriction of accommodation notice; however, steps in the compliance notices have not been met. In addition, three requirements set at the last inspection were not met. Five requirements were not considered during this inspection. Due to insufficient progress, the restriction of accommodation notice remains in place.

At the time of this inspection, two children lived at the home. Since the last inspection, one child has moved out.

Feedback from children continues to be mixed. One child told the inspector that they felt safe and liked living in the home. However, another child said that they did not always feel safe, but they could identify some staff that they can talk to. The manager has completed reflection with children to understand their feelings about the care provided. However, this work has not been effective as feedback has not been incorporated into children's plans or disseminated to staff, and children remain dissatisfied.

Managers continue to fail to respond to the inadequate practice of staff when supporting children who self-harm. There continues to be no records to indicate how staff have supported children to reflect on their thoughts and feelings after incidents of self-harm. In addition, there are no room searches, or in some cases, a record of any injury caused. There is no management oversight of the records to demonstrate that the manager is reviewing and scrutinising practice. This does not provide assurances that staff and managers can respond to the risk of harm and implement effective actions to promote children's welfare.

Since the last inspection, there have been two concerns raised by children about staff practice. These have been referred to the local authority designated officer (LADO). However, the manager did not follow company policy and complete an internal investigation or keep a clear record of advice that was provided by the LADO. In addition, when children are spoken to about their concerns, the manager does not explain what actions have been taken to respond or ensure that the children are happy with the outcome. Failure to complete an investigation and keep clear records undermines the effectiveness of actions taken to ensure the safety and welfare of children.

There remain shortfalls in the recording of physical interventions. Children are more regularly having the opportunity of a debrief following a restraint. However, these debriefs do not include much time for reflection and evaluation. In addition, staff involved in the incident are not always provided with a debrief, or staff complete a debrief with each other. This is a missed opportunity to understand the underlying reasons for children's behaviour and for the manager to determine if staff's practice is safe and appropriate.

Strategies to manage risks to children continue to be inadequate. The manager has failed to implement a system to ensure that risk assessments clearly evaluate the risks posed to children and the strategies needed to reduce them. One child has three plans that all have different strategies for how staff should respond to incidents of self-harm. In addition, staff told the inspector that one child received increased staff support due to the risk of them making allegations against staff. However, this is not reflected in their plans. A lack of clarity around risk management compromises the welfare and safety of children and leads to disorganised care.

The manager and staff have completed additional allegation, physical intervention and self-harm training. However, records fail to demonstrate that staff have sufficient knowledge of safeguarding practice, and the manager has failed to demonstrate that she has the ability to monitor and make the required changes to the care children receive. Shortfalls in the support and development of staff do not give assurances that staff have sufficient skills to meet the needs of children.

Children continue to receive care from staff from other homes within the organisation or from agency staff. The manager has introduced a new system to induct new staff; however, they have failed to ensure that all staff receive this induction. Furthermore, the manager has repeatedly failed to ensure that she keeps an accurate rota system to record which staff are in the home. This practice fails to demonstrate that there are sufficient staff providing care to children and that the care staff working in the home are informed about their responsibilities.

Leaders and managers have introduced some new monitoring systems. These include audit tools and a mentor for the new manager. However, managers have demonstrated poor leadership and a lack of ability to take effective action to improve the quality of care in the home, as identified shortfalls have not been addressed. Little improvement has been made since the last inspection, and there are repeated regulatory shortfalls. These failures mean that the quality of care afforded to children has not improved.

Following this inspection, the provider notified Ofsted of their intention to close the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2024	Full	Inadequate
12/04/2023	Full	Good

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, The 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 with the given timescales.

Requirement	Due date
In meeting the quality standards, the registered person must, and must ensure that staff— 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 (c)) This specifically relates to ensuring that the registered manager escalates concerns effectively. This requirement was made at the last inspection and is restated.	28 August 2024
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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and	28 August 2024

are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) Managers must ensure that children's views are considered and any learning from them is implemented. In addition, managers must ensure that staff take effective action to respond to risks and that there are clear risk assessments and guidance for staff. Furthermore, managers must conduct a full and thorough investigation when concerns are raised about staff members' practice and ensure that learning from this is implemented. This requirement was made at the last inspection and is restated.	
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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(v)(b)) This relates to managers ensuring that when children return home from an incident of going missing, steps are taken to understand the child's experience and that staff respond to the information provided by the child. This requirement was made at the last inspection and is restated.	28 August 2024
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	28 August 2024

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of 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)(b)(c)(h)) Managers must ensure that the manager in day-to-day charge of the home has the required skills to carry out their role and responsibilities. In addition, managers must ensure that staff have the relevant skills and knowledge to provide effective care to children. In addition, managers must ensure that there are effective monitoring and review systems in place and when shortfalls are identified, prompt action is taken to address these. Furthermore, managers must ensure that there are effective systems in place to induct agency staff and staff used from other homes. This requirement was made at the last inspection and is restated.	
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; and	28 August 2024

manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b)(i)(ii)(iii)) This relates to ensuring that managers demonstrate child-centred planning when children move into the home. In addition, managers should ensure that children's plans reflect their journeys into the home, the aims of placement and children's views. This requirement was made at the last inspection and is restated.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a)) This specifically relates to ensuring that door alarms and motion sensors are only used as set out in a child's agreed risk assessment. This requirement was made at the last inspection and is restated.	28 August 2024
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This specifically relates to managers ensuring that all staff working in the home receive practice-related supervision and that any concerns raised in supervisions are acted on. In addition, when staff are subject to a probation period, they should receive supervision in line with the home's policy. This requirement was made at the last inspection and is restated.	28 August 2024
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and	28 August 2024

the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(b) (3)(a)(vii)(viii)(b)(i)(ii)(c)) The manager must ensure that records meet regulatory requirements and debriefs with children and staff are conducted appropriately. In addition, the manager must ensure that consequences are reviewed in line with the regulation. This requirement was made at the last inspection and is restated.	
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;	28 August 2024

and are kept up to date. (Regulation 36 (1)(a)(b)) This specifically relates to the need for children's up-to-date care plans and education plans to be in place. This requirement was made at the last inspection and is restated.	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) This specifically relates to the home having an up-to-date rota. This requirement was made at the last inspection and is restated.	28 August 2024

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

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

Children's home details

Unique reference number: 2683113

Provision sub-type: Children's home

Registered provider: The Place Young Peoples Company Limited

Registered provider address: 2 Lymevale Court, Lyme Drive, Parklands, Stoke-on-Trent ST4 6NW

Responsible individual: Susan Weston

Registered manager: Tessa Edwards

Inspector

Sophie Hills, Social Care Inspector

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