

2710459

Registered provider: Panacea Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company. The home can provide care for up to two children with social and/or emotional difficulties.

The manager has been registered with Ofsted since 24 January 2023.

Inspection dates: 14 and 15 August 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, one child was living in the home. Children move into and leave the home in a planned way. Their plans are reflective of their individual needs. Staff use these plans to ensure that children are supported to make progress from their individual starting points.

Staff build positive, trusting relationships with children. They show understanding and empathy towards the children that they care for. One child said, 'Staff always listen and give good suggestions about what activities we can do.'

Staff support children to overcome social barriers. Staff promote children's confidence to engage in education and other community activities. They advocate for children and challenge services when they identify that they are not providing good support for children.

There are clear health plans in place, and children in the home are registered with local health services. Staff advocate on behalf of children, and all health appointments are up to date. Staff carry out regular direct work with children to support them to learn about and understand their individual health needs. This helps children to make informed decisions about their health.

Children receive consistent care from the adults around them. Staff work collaboratively with professionals and family members to support children. Professionals said that communication and information-sharing from the manager are excellent. One child's family member said, 'This is the happiest I have ever seen my child.'

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

Children are kept safe from harm. Staff follow safety plans, which are informed by discussions with professionals and conversations with children and their family members. When incidents happen, children and staff have the opportunity to talk about the incident, which helps to identify ways in which the child can be better supported.

The manager and staff know and understand the child's risks. Staff work with professionals to identify potential new risks for the child. Staff alter their ways of working if their approach is not effective. However, risk management plans are unclear and fail to identify the actions that staff should take. This does not promote a consistent approach by the staff team.

Care plans reflect the children's needs and goals. They include the child's and external professionals' views. When staff need to undertake room searches, they talk to children about the reasons for the room search before entering their bedrooms. This

shows that staff respect their privacy and personal space.

Records show that the child's wishes and feelings are listened to and acted on. The manager responds to children's complaints and revisits complaints to ensure that follow-up work has been completed.

Staff follow safeguarding procedures to keep children safe. If children go missing from home, staff contact family members and search known areas to locate children. For the child currently living at the home, there has been a reduction in the number of missing-from-home episodes. When the child returns to the home, staff spend time talking with them, identifying the reasons for the missing-from-home episode to try to prevent further incidents.

The manager makes effective use of internal systems to monitor health and safety within the home, including fire safety. Children are aware of how to safely evacuate the home and regularly practise this with staff.

The effectiveness of leaders and managers: good

The manager is ambitious, passionate and child-focused. She has high expectations for children and what they can achieve living in the home. She leads by example and is enthusiastic about the staff team's development.

The manager ensures that the home is appropriately staffed to meet the needs of the children. Staff are suitably vetted, and arrangements for recruitment are robust. This ensures that only suitable people work with children.

Staff feel supported by the manager. They are proud of the progress that children make. Staff say that the manager is helping them to develop their skills and knowledge. Team meetings demonstrate healthy discussions around training and allow space for reflection.

The workforce development plan discusses the areas for improvement in the home. However, timescales for probation and supervision need to be clear in the plan. The staff and manager have regular supervision, including clinical supervision. Supervision sessions include reflection of staff practice and well-being. As a result, staff feel supported. This approach means managers have oversight of the staff's strengths and weaknesses.

The manager has implemented effective monitoring systems in the home. This has helped her to identify learning outcomes and opportunities to support the staff team's development. This helps to sustain good-quality care for 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, 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 within the given timescales.

Requirement	Due date
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. (Regulation 12 (1) (2)(a)(i)) Specifically, the risk management plans should include the strategies staff should follow to safeguard the child.	11 September 2023

Recommendation

- The registered person should detail the processes and agreed timescales for supervision, induction, probation and any core training, such as safeguarding, health and safety and mandatory qualifications. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: 2710459

Provision sub-type: Children's home

Registered provider: Panacea Children Services Limited

Registered provider address: James House c/o Jackson Stephen, Stonecross
Business Park, Yew Tree Way, Warrington WA3 3JD

Responsible individual: Elizabeth Hiley

Registered manager: Luci Hull

Inspectors

Sally Hallwood, Social Care Inspector
Pam Nuckley, Social Care Inspector

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