

2751408

Registered provider: Progressive Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for up to four children who experience social and emotional difficulties.

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

The manager registered with Ofsted in December 2024.

Inspection date: 19 February 2025

Date of last inspection: 19 August 2024

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

This inspection was brought forward to address specific concerns received by Ofsted.

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The workforce has stabilised; however, staff are inexperienced in working in children's homes. Therefore, at times, staff have not responded to the child appropriately, which has created or extended some incidents involving the child. At other times, staff have shut down conversations with the child in a negative way, instead of taking opportunities to have open discussions. However, staff have not used physical intervention with the child.

Staff are not proactive and lack motivation or creativity in their attempts to engage the child in meaningful activities inside and outside the home. The child is becoming increasingly isolated in the home.

The manager is now registered with Ofsted. This is her first role as a manager in a children's home. The manager's inexperience in this role and the decision to only have one member of staff on shift have resulted in the manager carrying out a lot of the work with the child and being involved in the day-to-day tasks of the home.

Staff lack professional curiosity around the child and their behaviours, and management lacks professional curiosity around staff practice. This has prevented the manager from being able to notice and address poor staff practice or to consider themes and patterns of behaviour from the child.

The child continues to go missing, although these incidents have reduced, as have the risks when the child goes missing. It is not clear if this reduction in frequency and risk is because of support provided by staff or other factors. When the child goes missing, staff respond appropriately in line with the plan. At times, this includes extensive liaison with other professionals and the child's family network. As a result, the child has always returned home safely. However, there have been some instances when the child has left the home and told staff they needed a short walk and returned, but due to a strict curfew, they have been reported as missing. Staff and managers have not considered building instances like this into the child's plan.

The response to risks is mixed. Staff respond to serious risks appropriately, in the moment, ensuring that the child is safe. However, risk assessments do not address all known risks, including repeated risks, such as an incident involving a cigarette lighter and an aerosol can. This incident was not properly recorded and did not receive proper managerial oversight.

The strategies detailed in risk assessments are ambiguous. It is not clear how staff are expected to reduce risks to the child in a planned way, outside of a crisis response. For example, incidents involving the child misusing substances are managed at the time, but responses from the provider to ensure that staff have the right skills are slow. This has led to further incidents without staff having any additional skills to manage things differently. According to the child's risk assessments, all risks have increased since they moved into the home.

The issues identified at the last inspection in relation to the independent person have continued. Another new independent person has been appointed. However, they often lack curiosity and fail to triangulate information to evaluate effectively whether the child is safe and if their well-being is promoted.

Two new members of staff have joined the home since the last inspection. The recruitment process has ensured that staff are safe to be in the home and care for the child. Regular probation reviews take place, and new staff have a detailed development plan. However, these do not always consider practice-related performance as the manager has not always identified practice issues. This is a missed opportunity to support the development of new staff members.

The child's social work team continues to report excellent multi-agency working. The manager is in regular communication with the placing authority, and they spoke positively about the length of time that the child has lived in the home, with this being the longest they have been able to stay in one home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/08/2024	Full	Good
13/02/2024	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 within the given timescales.

Requirement	Due date
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; and are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(c) (2)(a)(i)(vi)(viii)(ix)(x))	24 March 2025
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	24 March 2025

helps children aspire to fulfil their potential; and

promotes their welfare.

In particular, the standard in paragraph (1) requires the registered person to—

ensure 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)(c)(f)(h))

In particular, the registered person must ensure that children's records, including incident reports and risk assessments, are overseen to accurately reflect children's experiences.

Additionally, the registered person must ensure that the independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting children's welfare.

Recommendation

- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

Children's home details

Unique reference number: 2751408

Provision sub-type: Children's home

Registered provider: Progressive Care Limited

Registered provider address: 51 Attercliffe Common, Sheffield S9 2AE

Responsible individual: Georgia Ali

Registered manager: Carol Smith

Inspector

Joanna Beal, Social Care Inspector

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