

SC022464

PIC Childrens Services

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and is registered to provide care for one child who experience emotional and/or social difficulties.

One child was living in the home at the time of the inspection.

The manager registered with Ofsted in June 2019.

Inspection date: 12 September 2024

This monitoring visit

This home was judged inadequate at the full inspection on the 16 and 17 July 2024. Inspectors identified serious concerns about safeguarding practices in the home and ineffective leadership and management arrangements.

Following this visit, two compliance notices were issued under section 22A of the Care Standards Act 2000. These compliance notices were in relation to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

The purpose of this monitoring visit was to review the actions taken by the provider to meet the compliance notices. Ofsted found that the provider had not taken sufficient action to meet the compliance notices.

Since the inspection the risks of the child being missing from the home have increased. Staff do not make consistent attempts to locate the child or maintain contact when the child is missing. Action has not been taken to manage the risks of the child's friends being in the home overnight. As a result, further incidents have occurred when the child's friend has stayed in the home without staff knowledge.

Leaders, managers and staff have not taken action to safeguard the child following incidents of self-harm and substance misuse. Staff do not follow the guidance from the manager to undertake room searches to ensure there are no items of concern that can cause harm to the child.

Plans for the child do not include up to date information and do not reflect all known risks. This means that staff do not have clear guidance to follow to support the child's needs.

Some staff have attended training specific to the child's needs. However, not all staff have had the opportunity to complete relevant training including the manager.

The implementation of a monthly monitoring tool is helping the manager to improve her oversight of the care staff provide for children. However, not all incidents and records for the child have been reviewed or evaluated by the manager. Furthermore, action has not been taken to address shortfalls in staff practice in a timely way. As a result, measures are not in place to reduce the risks to the child in the home and community.

This monitoring visit identified further shortfalls in safeguarding practices, and the leadership and management of the home continues to be ineffective.

Further notices are issued under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard)

The other requirements are repeated from the last inspection, as these were not reviewed as part of this monitoring visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2024	Full	Inadequate
18/04/2023	Full	Requires improvement to be good
05/04/2022	Full	Requires improvement to be good
27/10/2021	Full	Requires improvement to be 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
*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; 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 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)(i)(ii)(iii)(v)(vi)(b)) This requirement is restated. In particular, the registered person must ensure that staff follow the child's plans. That staff take action to manage safeguarding concerns in the home. That staff support the child to address their substance misuse and the use of electronic cigarettes.	3 November 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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; 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)(a)(c)(e)(f)(g)(ii)(h)) This requirement is restated. Specifically, the registered person must ensure that systems are in place to monitor staff practice and that action is taken when poor practice is identified.	3 November 2024
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour;	3 November 2024

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 develop socially aware behaviour; encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; 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; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship. (Regulation 11 (1)(b)(c) (2)(a)(ii)(iii)(iv)(v)(vi)(vii))	
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b))	3 November 2024
The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (2)(f))	3 November 2024

The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children. In particular, the standard in paragraph (1) requires the registered person to— treat each child with dignity and respect; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b)(2)(iii)(vii)(c)(i)(ii)) Specifically, the registered person must ensure that the home is maintained to a good standard and any damage is repaired promptly. In addition, the registered person must ensure that language used by staff is appropriate.	3 November 2024
The registered person must ensure that an independent person visits the children’s home at least once each month. The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children’s well-being. The independent person must provide a copy of the independent person’s report to HMCI. (Regulation 44 (1) (4)(a)(b) (7)(a))	3 November 2024
The registered person must compile in relation to the children’s home a statement (“the statement of purpose”) which covers the matters listed in Schedule 1.	3 November 2024

The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(d))	3 November 2024
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))	3 November 2024

*These requirements are subject of a compliance notice.

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: SC022464

Provision sub-type: Children's home

Registered provider: PIC Childrens Services

Registered provider address: PIC Childrens Services Ltd, 2 North Street,
Haydock, St Helens WA11 0TW

Responsible individual: Mark Fletcher

Registered manager: Kellie Fletcher

Inspectors

Claire Hobbs, Social Care Inspector

Nicola Rutherford, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024