

SC022464

Registered provider: PIC Childrens Services

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home which provides care for one child who may be experiencing social or emotional difficulties.

There was one child living in the home at the time of inspection.

The manager registered with Ofsted in June 2019.

Inspection date: 27 March 2024

Date of last inspection: 18 April 2023

Judgement at last inspection: requires improvement to be 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

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

Since the last inspection, one child has moved out from this home, and one child has recently moved in. Staff ensured that the child had a gradual and planned move from the home. The child who has moved in, had the opportunity to find out about their new home before arriving. Children have moves in and out of the home in a more effectively planned and supported way.

The child is now offered a range of extracurricular activities. Staff are getting to know this child and developing a better understanding of their interests. Although this has not always been successful, staff now consistently plan and offer the child different opportunities to have fun.

Staff encourage the child to attend school. The child's school attendance is improved, and they are making progress with their education.

The manager has made improvements for the management of medications. The child's medication records are accurate, and the manager has effective oversight. Medications are now securely stored and safely administered.

Staff use a more useful system of rewards and consequences. The child said, 'They [staff] will give me a reward for stuff like going to school, it helps'. The child is being supported to make more positive choices.

Staff help the child to gain important skills for independence. Staff support the child to learn how to cook, manage their money and lead a healthy life. This means children are well prepared for their future.

Staff know what to do when the child is missing from home. Staff follow clear procedures and share information with other professionals. As a result, the child is found quickly and brought home safely. Sometimes the records in relation to such incidents do not provide a sufficiently detailed account. This is a missed opportunity for reflection and learning.

Staff generally understand their role and responsibilities in a range of safeguarding situations. However, when new risks are emerging for the child, staff do not always follow up on concerns. This lack of professional curiosity could cause delays in the identification and management of new risks.

Staff attend a range of training. This includes training courses specific to the needs of the child. Staff have the skills they need to provide good quality care.

Management oversight of the child's records is inconsistent. The manager has recently started to use more detailed systems for audit and oversight. All relevant documents are now held on the child's file. However, there continue to be some gaps, particularly in relation to management oversight of safeguarding incidents. In addition, the manager has not identified and addressed the inconsistent quality of recording in the child's files.

Staff have had to use physical holds to keep the child safe. Staff only use this method as a last resort. The records in relation to such incidents do not always include all the information required by regulation and management oversight is inconsistent. This is a missed opportunity to learn from serious incidents.

The manager has completed a useful review of the quality of care over the last six months. This includes helpful feedback from the child and others important to them. The manager has formulated a plan to improve the care children receive.

All requirements from the last inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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
30/06/2021	Full	Inadequate

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; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b)(e)) In particular, the registered manager must make sure that staff show professional curiosity in relation to new or emerging risks. This includes questioning, and if necessary, challenging, other professionals who are involved in the	30 May 2024

management of risk to ensure that they are acting effectively to keep children safe. In addition, the registered person must make sure that staff include sufficient detail in children's records so that it is clear what happened during any incidents, particularly when children go missing, what steps staff have taken to manage risks and the outcome.	
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— 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)(g)(i)(h)) In particular the registered manager must make sure that they use effective methods of oversight consistently, importantly in relation to safeguarding incidents. Also, the manager must make sure that their systems of oversight are used to take reflection and learning from all incidents, so that children experience improved care and safety.	30 May 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 the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that—	30 May 2024

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 name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;
a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

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

Inspector

Nicola Shaw, Social Care Regulatory Inspector

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