

SC044224

Registered provider: Progress Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation and provides care for up to four children with learning disabilities.

The manager has been registered with Ofsted since April 2025.

There were two children living at the home at the time of this inspection.

Inspection dates: 1 and 2 July 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 April 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2024	Full	Requires improvement to be good
22/08/2023	Full	Requires improvement to be good
11/05/2022	Full	Requires improvement to be good
15/03/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children make progress from their starting points. They live in the home for long periods of time providing them with stability, familiarity and a sense of belonging. Preparation for children to move out of the home is in accordance with children's plans. The provider effectively engages with the child's local authority and parents to address barriers that prevent children moving on and assists by sharing information to help agencies identify suitable homes for children transitioning into adulthood.

The recent input of a speech and language therapist means there is better support for children's communication plans. Staff have recently taken part in training delivered by speech therapists to help them understand the use of one child's communication device and have gained an understanding in sensory integration. The inspector observed staff communicating effectively with each child's communication needs and use various aids, such as now and next, signs and electronic devices, to help children make choices and understand their daily routines.

Children's complex health needs are well understood and met. Children are supported to attend specialist appointments and follow health-care plans that promote their wellbeing. Children receive prescribed medication according to their needs which is reviewed as their needs change. Thorough, daily management oversight of the administration of medication provides assurances that children receive the right medication, at the right time, by the right people. This practice helps children to be healthy.

The manager and staff are not aware of the local offer, which sets out the support available for children with special education needs or disabilities. This is a missed opportunity to access additional resources for children.

Children live in a warm and good-quality environment. The home is spacious, maintained to a good standard and adapted according to the children's individual needs. Bedrooms are personalised and designed to children's likes and individuality. Children benefit from the outdoor sensory room which contains an interactive floor-board and ball pool. The home's televisions in communal spaces are framed in a wooden casing with protective transparent screens. The provider has recognised that the casing has an institutional appearance, so alternative options are being explored. A recommendation has been made to address this.

Staff are working in partnership with education providers to share information daily. Staff attend all education meetings. Children are making progress in school, and their attendance is good.

Achievements in the home are celebrated. Children's memories and progress are captured through monthly videos that highlight them enjoying activities, achieving their targets and they focus on their independence.

Staff support family visits to the home and recognise the importance of these relationships. Feedback from parents was positive. They said there is effective communication. One parent said they were pleased at the progress their child had made with their personal care needs.

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

Parents say their children are safe and staff understand children's risks. Risk assessments are reviewed regularly and provide clear guidance for staff.

Storage of medication is safe and effective medication procedures are in place to ensure that children have appropriate medication when needed. This helps maintain children's health and emotional well-being.

Staff can demonstrate what action they would take if there was a child protection concern, and investigations into allegations are clearly documented and appropriate action is sought from relevant safeguarding agencies.

Positive behaviour is promoted. Staff are suitably trained in positive behaviour support. Staff use a range of de-escalation techniques. As a result, the use of restraint is rare and used only when necessary to keep the child and others safe. Since the last inspection, the managers have introduced a debrief which involves the use of observation. This is helping ensure that the children's voices are captured following any restraints. When incidents occur, they are well managed and records are detailed.

Leaders and managers ensure that safer recruitment practices are followed. Staff are monitored and appropriate checks are made to ensure that unsuitable people are not recruited. This ensures that children are cared for by staff who have been appropriately checked to work safely with children.

The effectiveness of leaders and managers: requires improvement to be good

Since the last inspection, the manager has registered. He has a clear understanding of the children's needs and how staff work to meet these needs. Staff said they feel listened to and supported by the manager, and they work well together as a team.

There is a consistent staff team that demonstrates positive relationships and a range of skills which they apply when working with the children. Staff have completed some training pertinent to the children's individual needs, but some elements of training are overdue. In particular, not all staff have completed the required qualification in line with regulation. This means that some staff do not have a qualification in working with

children and young people. This is a repeat requirement from the last inspection which the registered person has not effectively addressed.

Supervision is variable in quality. Not all records demonstrate that discussions are detailed and reflective in nature and there are no clear actions for staff to improve their practice. Additionally, not all supervisions have been completed in line with the organisation's timescales.

Regular team meetings take place and minutes are recorded. There are daily handovers that take place to ensure there is effective communication between the team.

Feedback from professionals is positive. They said that the staff provide a warm and nurturing environment, and children have made progress in their independence skills and communication needs.

The registered manager ensures that there are effective systems in place to monitor, evaluate and review the quality of care provided to children. Feedback from children, their families, and external agencies is used to shape the service and audit findings inform where practice improvement is prioritised. This helps to improve children's experiences.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(a)(c)(h)) Specifically, that all staff receive training in deprivation of liberty safeguards. Additionally, that all staff receive supervision in line with their organisation's timescales and that records are detailed and reflective.	3 August 2025
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is—	3 August 2025

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or

in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.

The registered person may defer the relevant date if the individual—

does not work, or has not worked, in a care role in a home for a prolonged period; or

works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b) (5)(a)(b) (6)(a)(b))

Recommendations

- The registered person should ensure that managers and staff are aware of the local offer setting out the support available for children with special education needs or disabilities. ('Guide to the Children's Homes Regulations, including the quality standards,' page 26, paragraph 5.4)
- The registered person should ensure that for children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. In particular, attention should be given to removing the casing from both televisions in the communal areas. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)

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: SC044224

Provision sub-type: Children's home

Registered provider: Progress Care and Education Limited

Registered provider address: 2 Barton Close, Grove Park, Enderby, Leicester LE19 1SJ

Responsible individual: Grace Cookson

Registered manager: Benjamin Peverley

Inspector

Judith Birchall, Social Care Inspector

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