

Children's homes inspection - Full

Inspection date	06/10/2015
Unique reference number	SC044224
Type of inspection	Full
Provision subtype	Children's home
Registered person	Progress Care and Education Limited
Registered person address	Progress Care (Holdings) Ltd, Pear Tree Street, Bamber Bridge, PRESTON, PR5 6EZ

Responsible individual	Margaret Calvert
Registered manager	Lisa Garrett
Inspector	Caroline Jones

Inspection date	06/10/2015
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Requires improvement

SC044224

Summary of findings:

The children's home provision requires improvement because:

- Processes are not in place to ensure serious events are reported to the appropriate bodies.
- Policies and procedures in relation to protecting young people are not up-to-date.
- Feedback and views from young people about the quality of the care are not routinely sought.
- The home environment is tired and furniture and play equipment have not been promptly replaced to ensure high standards of accommodation.
- Progress and achievement of young people is not well documented.

The children's home strengths:

- A recently Registered Manager is in position and has a great deal of experience in working with young people with disabilities.
- A core staff team is in place and provides consistency and predictability to forge trusting relationships with young people.
- An in-depth development plan sets the future direction of the home and improvements are being made.
- Young people are well protected and are safe. There are no incidents of them missing from home, or involvement in risky behaviours. Risk assessments are also in place and support practice.

What does the children's home need to do to improve?

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, 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
7. In order to meet the children's views, wishes and feelings standard, the registered person must ensure that staff: (2)(ii) help children express their views, wishes and feelings (iv) regularly consult children and seek their feedback about the quality of the home's care.	02/11/2015
13. In order to meet the leadership and management standard the registered person must ensure that staff: (2)(f) 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.	02/11/2015
6. In order to meet the quality and purpose of care standard the registered person must ensure that: (2)(c)(i) the premises used for the purpose of the home are designed and furnished so as to meet the needs of each child, with particular reference to replacing furniture and outdoor play equipment.	02/11/2015
34. Policies for the protection of children: (1)(a)(b) ensure that the policies and procedures for the protection of children are updated.	02/11/2015
40. Notification of serious events: (4)(a) ensure that serious events are notified to the relevant bodies without delay.	02/11/2015

Full report

Information about this children's home

This is a privately owned children's home. It provides care and accommodation for up to four children with learning disabilities. All the children attend the company school.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2015	CH - Interim	improved effectiveness
20/11/2014	CH - Full	Adequate
03/02/2014	CH - Interim	Satisfactory Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	requires improvement
Young people living here have disabilities, complex needs and challenging behaviours. The staff team work well together to provide a supportive and caring environment, which provides routines and boundaries for them to settle. There has been some change in staffing, in particular to the management structure of the home, but the core staff team remains stable and they understand young people's needs very well. Young people attend the company school regularly and participate in a range of activities such as; walks, trips to the zoo, seaside, horse riding, soft play centres, sensory centres and swimming. The manager is looking at expanding these activities to broaden their experiences and opportunities, for example, attending the local youth club and disco. Young people are healthy and access services appropriate to their needs, including the child and adolescent mental health service. There is also a company nurse involved with their care. All staff receive training specific to young people's needs including first aid, administration of medication, epilepsy and autism. This enhances the staff knowledge in caring individually for them. An administration of medication error occurred at the home. This was picked up on the same day and addressed accordingly, but it was not notified to the relevant bodies including HMCI to ensure a robust response within the protective network of professionals. Communication methods such as, social stories and pictorial exchange, alongside staff understanding of young people's verbal gestures helps to gain their people's likes and dislikes. However, they are not consulted with regularly to gain feedback on their care and care plans to ensure they fully participate in decisions that affect them. The Registered Manager is aware of this and has plans to enhance ways of gaining their views, through symbols and pictures and development of the key worker relationships. A communication method such as 'sign along' is also being introduced to improve communication and enable young people to express their preferences, wishes and feelings more. Staff have good relationships with young people and their families and fully understand the importance of contact between them. They facilitate arrangements regularly, providing transport and funding. They also welcome families into the	

home. This ensures that relationships continue and that young people's identity remains intact.

Young people have their own bedrooms that are personal to them. Some have been redecorated and reflect the interests of the young people. Others are awaiting refurbishment. There is space for young people to have private time alone and a garden. The home also has its own vehicles to facilitate their needs. Maintenance work is on-going within the home and improvements in the living environment are apparent, but further work is needed to replace the damaged sofas, bedroom carpet and outdoor play equipment. This detracts from the otherwise homely environment.

	Judgement grade
How well children and young people are helped and protected	good
Staff receive safeguarding training, which includes child protection for disabled young people. They have a good understanding of their duties in promoting safety and welfare, but staff policies and procedures are not up-to-date to ensure a robust response to any allegation of abuse. Young people have risk assessments that are reviewed to manage and identity risks to them. Close supervision of young people ensures that their personal safety is maintained and that they do not take part in risky behaviours. These practices ensure that they are effectively safeguarded and protected from harm. Staff have regular training in behaviour management, which focuses on de-escalation and re-direction techniques to assist them in working through their frustration. For the majority of young people this is successful and physical interventions are low. However, for one young person this is not the case and they are high. Review and learning has taken place to improve this and in recent weeks this has begun to take effect and they are reducing. Again, staff report that physical interventions are used as a last resort to protect young people and staff from harm. The Registered Manager has also reviewed staff practice in relation to sanctions and concluded that these are not always beneficial to young people due to their levels of understanding. This is a positive improvement and demonstrates commitment in improving care practice further. The selection, recruitment and vetting of staff helps to ensure that only suitable adults work with young people in this home. Checks and references are taken up before work commences and all staff are subject to a probation period to assess their fitness, skills and ability.	

Young people live in an environment where health and safety issues are well managed. The Registered Manager confirms that staff carry out routine health and safety checks around the home. Safety and insurance certificates are up-to-date and regular fire drills take place to ensure young people and the staff are aware of an emergency evacuation route in the event of a fire.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The management structure of the home has been inconsistent since the last inspection with two Registered Managers leaving. However a new and recently Registered Manager has been in post since May 2015. She has a wealth of experience in working with young people with disabilities and holds a relevant qualification in management. She has a detailed development plan in place and has begun addressing the areas for improvement, such as reviewing risk assessments, undertaking quality reviews and improving the decoration of the home. This demonstrates that she has a strong understanding of the shortfalls, where improvements need to be made and how these are going to be achieved. There is still some way to go but this is work in progress. Policies and procedures for the protection of children need updating and a system for notifying relevant bodies of serious events is not in place. Moreover, serious events have not been notified in line with regulation to share information in the protective network of professionals. The Registered Manager took action to remedy this at the time of inspection. Although, there are a number of regulatory breaches these have not negatively impacted upon the welfare of young people to-date. The statement of purpose generally reflects the aims and ethos of the home. However, a bedroom carpet, furniture and play equipment have not been replaced to ensure only the highest standards of accommodation for young people living here. Again, young people's bedrooms are also awaiting redecoration. Staff confirm that they are very well supported speak highly of the Registered Manager. Regular supervision, team meetings, appraisals and training opportunities all contribute to their competence in providing quality care to young people. New supervision processes are currently being implemented to ensure it is of a high standard and provides quality time for reflection and development.	

Staff work well with partner agencies and families to promote young people's needs and safety. A stakeholder commented: 'Staff are welcoming, no issues at all.' Moreover, staff participate fully in care planning and contribute to reviews and transitional planning very well. Visits with young people to their new home's and sharing of information, all form part of transition to help young people move on to adult living successfully.

Records are in place and reflect the daily lives of young people, but progress and achievements are not fully documented to demonstrate the positive impact that living in this home has had on the lives of each young person.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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