

# 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 provides care for up to four children who have a learning disability. It is operated by a private organisation.

There is no registered manager in place, but a manager has been appointed and has submitted an application to register with Ofsted.

At the time of the inspection, there four children living in the home.

### Inspection dates: 11 and 12 May 2022

|                                                                                           |                                        |
|-------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>requires improvement to be good</b> |
|-------------------------------------------------------------------------------------------|----------------------------------------|

|                                                             |                                 |
|-------------------------------------------------------------|---------------------------------|
| How well children and young people are helped and protected | requires improvement to be good |
|-------------------------------------------------------------|---------------------------------|

|                                           |                                 |
|-------------------------------------------|---------------------------------|
| The effectiveness of leaders and managers | requires improvement to be good |
|-------------------------------------------|---------------------------------|

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.

**Date of last inspection:** 15 March 2022

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

Following the last inspection, compliance notices were issued in relation to regulation 12 – the protection of children, regulation 13 – leadership and management, and regulation 20 – restraint. During this inspection, the provider was able to demonstrate that sufficient action has been taken to address the steps set out in the compliance notices.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 15/03/2022      | Full            | Inadequate                      |
| 26/06/2019      | Full            | Requires improvement to be good |
| 30/10/2018      | Full            | Requires improvement to be good |
| 17/11/2017      | Full            | Good                            |

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

Children are making good progress in most areas and enjoy many positive experiences. However, relationships between the children are difficult at times, and this has led to some negative events.

Since the last inspection, children's internal care plans have been reviewed and updated. Guidance for staff about how to meet children's needs has improved but could still be more child-centred, particularly in relation to children's healthcare needs.

Following an internal review, improvements have been made to the way children's transitions, into and out of the home, are managed. One child is due to leave the home and is receiving carefully planned support to help her manage this change.

Children's relationships with staff are good. Consistency is improving, which means that children receive their care from people who know them well and understand their needs.

Feedback from parents was highly positive. All the parents who were consulted expressed confidence in their children's care and spoke highly of the manager and staff.

### **How well children and young people are helped and protected: requires improvement to be good**

Risk management has improved, but is not yet consistently good. A recent incident was not managed effectively. Staff failed to follow a child's risk management plan, which resulted in unnecessary risk to the child's safety and well-being.

Since the last inspection, managers and staff have received updated safeguarding training. Generally, safeguarding practice is sound. However, the manager recently failed to report a safeguarding concern to the relevant authority, although they did ensure that the matter was addressed.

Children's risk management plans have improved. Information has been streamlined and made more accessible for staff. Staff say that the improved guidance has helped them to provide more consistent support, particularly in relation to children's behaviours.

Children's behaviour support plans have been updated and contain clearer guidance. No concerns were identified about inappropriate physical intervention or the deprivation of children's liberty. This addresses a requirement raised at the last inspection.

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

At the time of the inspection, there was no registered manager in post. However, a manager has been appointed and has submitted an application to register with us.

A number of requirements were issued at the last inspection along with three compliance notices. The organisation responded quickly and effectively. As a result of the action taken, inspectors are satisfied that the steps set out in the compliance notices and the majority of requirements have been suitably addressed.

The manager has received a very good level of support to make improvements, including input from the organisation's compliance team. Monitoring has improved significantly, although is not yet consistently effective. This means that shortfalls are not always identified.

There has been a review of staffing. The use of agency staff is reducing and there are plans to reduce this further. Senior managers have decided not to agree to any more children moving into the home until staffing is completely stable.

Staff have received additional training in relation to young people's needs. Some work has been carried out with staff to embed practice improvements, although this could be more consistent. In addition, supervision could be used more effectively to address practice issues with staff.

## 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, 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    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff</p> <p>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;</p> <p>are familiar with, and act in accordance with, the home's child protection policies. Regulation 12 (1) (2)(a)(i)(vii))</p> | 1 July 2022 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. Regulation 13 (1)(a)(b) (2)(h))</p>                                                                           | 1 July 2022 |

### Recommendations

- The registered person should ensure that children's internal care plans detail their day-to-day health and well-being needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

- The registered person should ensure that supervision is used effectively to support staff to reflect on their practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that staff rotas make clear those staff members with a leadership and/or management role on each shift. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.7)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

## **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:** The Forge, Church Street West, Woking, Surrey  
GU21 6HT

**Responsible individual:** Wendy Sparling

**Registered manager:** Post Vacant

## Inspector

Marie Cordingley, Social Care Inspector

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