

SC044224

Registered provider: Progress Care and Education Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four disabled children. It is operated by a private organisation.

There is no registered manager at this home. The interim manager has submitted his application to become registered with Ofsted.

At the time of the inspection, there were two children living at the home.

Inspection date: 27 and 28 September 2022

Date of last inspection: 11 May 2022

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.

Inspectors have 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.

The care of children

The two children currently living at this home are settled and making good progress. They attend school every day and have regular contact with their families.

Children are cared for by staff who understand them well and have built positive relationships with them. One parent said, 'Staff are fantastic with [child's name]. They are a good team and they know him well.' However, there has been an unsettled period when high staff turnover led to a reliance on agency staff to fill gaps in the staff roster. The manager understands the impact this has for children and he took steps to ensure that children were supported by adults who were familiar to them.

Staff have struggled to manage the complex needs of one child and this child has moved on from living in the home. Since then, the provider has taken the decision that no other children will live in the home. This means that there are sufficient staff to care for the children living in the home and the dependency on agency staffing is reduced.

Children's care plans describe children's individual needs in detail. The plans contain clear guidance for staff about how they should respond to children's needs. Furthermore, the manager has developed guidance to help staff respond to children's self-injurious behaviours. This promotes a consistent understanding and approach from the staff team.

The safety of children

Children living at this home receive a high level of supervision and support. This helps to ensure children's safety and well-being.

Careful planning means that children can enjoy community-based activities safely. High staff ratios mean that children can pursue their separate interests in the evenings and weekends.

Permanent members of staff receive bespoke training about children's individual behaviours and their methods of communicating. This prepares staff to respond appropriately to children's needs. All staff have received training in the behaviour management model used by the provider.

There have been two errors with the administration of medication to children since the last inspection. The provider is taking sufficient action to understand what has happened and has taken steps to minimise the risk of reoccurrence.

The effectiveness of leaders and managers

There is currently no registered manager at this home. A manager is in post and he has submitted his application to become registered with Ofsted. One parent said, 'The manager is great. He goes the extra mile for [child's name].'

The manager's capacity to complete some management tasks has been compromised by staff shortages. This is because he has been required to work directly with children and cover gaps in the staff roster. Another experienced manager from within the organisation has been identified to support him.

There are shortfalls in the quality of some records. For example, staff rosters do not consistently detail the full name of each member of staff and the hours that they worked. In addition, some records of staff handovers are not dated and the names of the staff present do not correlate with the staff roster. A requirement has been made to address this.

The high turnover of staff since the last inspection means that children have not always benefited from continuity of care. The manager has tried to minimise the impact of this on children. Furthermore, dependency on agency staff is reducing and children currently living at the home are supported by staff who know them well.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Requires improvement to be good
15/03/2022	Full	Inadequate
26/06/2019	Full	Requires improvement to be good
30/10/2018	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, 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— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(d)(e)(h))	4 November 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) This specifically relates to ensuring that staff rosters record the full name of the person working in the home and the actual hours worked.	4 November 2022

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: vacant

Inspector

Sophie Thomson, Social Care Inspector

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