

# 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 offers care and accommodation for up to four young people, of both genders. The young people have severe learning disabilities that are compounded by significant challenging behaviours, autistic spectrum disorder and complex medical conditions.

It is part of a wider private organisation that offers transition from this home to adult residential provision, and which is registered with the Care Quality Commission.

The organisation also runs an independent 38-week school. It is co-educational and caters for pupils and students from the ages of seven to 19 years.

**Inspection dates:** 30 October 2018

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

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|-------------------------------------------|---------------------------------|
| The effectiveness of leaders and managers | requires improvement to be good |
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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:** 17 November 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 17/11/2017      | Full            | Good                   |
| 29/03/2017      | Interim         | Improved effectiveness |
| 16/12/2016      | Full            | Good                   |
| 23/03/2016      | Interim         | Improved effectiveness |

## 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   |
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| <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 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; have the skills to identify and act upon signs that a child is at risk of harm; are familiar with, and act in accordance with, the home's child protection policies; 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 premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) and (2)(a)(i)(iii)(vii)(b)(d)(e))</p> | 14/12/2018 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home and ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(c)(e)(f)(h))</p>                                                                                                                                                                                                                                                                                                                                                | 14/12/2018 |
| <p>The care planning standard is that children receive effectively planned care in or through the children's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that arrangements are in place to plan for, and help, each child to prepare to leave the home or to</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 07/12/2018 |

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| move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that each child's relevant plans are followed. (Regulation 14 (1)(a)(2)(b)(iii)(c))                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |
| The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. The registered person must ensure that at all times at least one person on duty at the home has a suitable first aid qualification. (Regulation 31(1)(2)(a))                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 14/12/2018 |
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b)(3)(a)(b)(c)(d))</p> | 14/12/2018 |
| The registered person must ensure that each employee completes an appropriate induction; ensure that all employees undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a)(4)(a)(b))                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 14/12/2018 |
| The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (2)(c)(e))                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 14/12/2018 |

## Inspection judgements

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

Children and young people make good progress living here. They benefit from individual care and support. They have structured daily routines, which have a positive impact on their progress.

The children and young people have good relationships with staff. Staff speak positively about the children and young people in their care and are committed to supporting them to achieve positive outcomes.

Children and young people access education on a daily basis. They appear to like attending school and make good progress. When there are barriers to accessing school, staff work with the relevant people to ensure that issues are resolved.

Young people are not adequately prepared to move on to independent living. In these instances, there are no statutory pathway plans in place. Consequently, there is drift and delay in the planning and decision making about young people's futures.

Where appropriate, children and young people have contact with their families on a regular basis. Staff communicate well with children and young people's parents. Parents speak fondly of the home and the staff.

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

Children and young people's risk assessments and plans are not always accurate. Furthermore, strategies to reduce risk-taking behaviour are not clearly identified.

Safeguarding policies and procedures are not always followed. Staff do not notify the relevant authorities when a serious incident occurs. In addition, they do not always consider safeguarding in its wider context. Consequently, some safeguarding issues are overlooked.

Children and young people have caused some damage to their home. While there are plans to rectify the damage and strategies are in place to reduce future damage, the home is in need of immediate repair. In particular, the toilet and bathroom areas of the home require improvement.

Managers and staff undertake a range of training in safeguarding practice. This supports the learning and development of staff. However, not all staff have attended the necessary mandatory training. As a result, staff are not always equipped with the required knowledge and skills to manage situations in a safe and considered way.

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

This inspection was brought forward in order to address specific concerns or allegations received by Ofsted.

The manager is not registered although he has submitted his application to Ofsted. Although the manager has experience of working with young people, he has not worked in a children's home setting before.

There has been a number of changes to the team since the last inspection. A high number of staff have left the home and have subsequently been replaced. This has resulted in a dependency on agency staff, with some agency members of staff working here for a considerable amount of time. This high turnover of staff, along with a high use of agency staff, has had an impact on the quality of practice within home.

There is a mixture of experienced and inexperienced staff. Employed staff receive individual supervision, but this is not regular or in line with the supervision policy. Agency staff do not receive an induction or any supervision. Consequently, staff are not offered the opportunity to reflect on their practice, nor do they receive the level of support, advice and guidance that they should be receiving.

The recruitment and selection procedures are not robust enough. This is particularly in relation to the use of agency staff. Agency staff do not undergo the same recruitment scrutiny as an employed member of staff. As a result, the manager does not have the information required to ensure that agency staff have the appropriate knowledge and experience to be working in this home.

Inconsistent management oversight results in limited evaluation of the quality of practice. This has an impact on practice and has resulted in a number of shortfalls in this inspection.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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:** 5th Floor, 80 Hammersmith Road, London. W14 8UD

**Responsible individual:** Wendy Sparling

**Registered manager:** Post vacant

## Inspectors

Lisa Gregoire-Parker, social care inspector

Mandy Williams, social care inspector

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