

SC044231

Registered provider: Progress Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It provides care for up to four children with disabilities.

At the time of this inspection, three children were living at the home.

The home registered with Ofsted in 2003, and the manager registered in February 2018.

Inspection dates: 8 and 9 July 2025

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

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: 21 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2024	Full	Good
26/07/2023	Full	Good
12/04/2022	Full	Good
15/02/2022	Full	Inadequate

Inspection judgements

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

The overall experiences and progress of children are compromised by shortfalls identified in safeguarding practice and the leadership and management of the home.

One child has been given notice to leave the home, despite having made considerable progress during their placement. The registered manager said that the move was due to limited resources, stating that they can no longer provide the level of care required. However, both the placing authority and the child's parents have expressed dissatisfaction with the rationale provided for the move.

Children's engagement in education and learning is good. All children are attending specialist formal education and are making progress from their starting points. However, the registered manager and staff do not have access to all relevant plans, such as the personal education plans and the care plans for the children. This is a missed opportunity for staff to further support the children's educational needs.

Staff do not consistently use language that reflects a caring and supportive approach. Although there are ongoing efforts to adopt trauma-informed practices, the documentation and verbal communication often lack strength-based and trauma-sensitive language.

External professionals spoken to feel that the staff communicate well, advocate for the children and keep them informed about any issues arising and any progress made. One social worker said that they do not have any concerns with the way the home is managed or the child's care.

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

Not all staff have received training tailored to the individual needs of the children in their care. For example, epilepsy and PICA. The registered manager was unable to provide clear evidence of which staff had completed the necessary training, or which were still outstanding. This lack of oversight has affected the registered manager's ability to monitor and assess the skill set of staff on each shift effectively.

A 17-year-old child, assessed as lacking capacity, is currently subject to restrictions that may constitute a deprivation of liberty. Given the child's inability to provide consent, and despite their age, appropriate legal safeguards and oversight are not in place, which raises significant concerns regarding compliance with statutory requirements and the protection of the child's rights. While leaders and managers are aware of this shortfall, there has been limited escalation or action to ensure that the necessary safeguards are

in place. This lack of formal oversight potentially leaves the child without adequate legal protection for their care arrangements.

Safer recruitment processes are followed, which means that staff are recruited safely. Safer recruitment checks ensure that only suitable staff are employed to work with children at the home.

Children build trusting relationships with staff. Positive interactions were observed between children and staff. This demonstrates that children feel safe and settled when they stay at the home. Staff were observed using skilled techniques to communicate with nonverbal children, including intensive interaction practices. Staff follow safeguarding procedures when incidents occur. They are aware of the specific needs of each child they support.

Incidents requiring physical intervention have significantly decreased, due to the implementation of clear and consistent behavioural support plans. Staff have developed strong relationships with the children and deepened their knowledge of individual needs, further reducing the reliance on reactive measures.

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

Supervision take place in line with the statement of purpose. However, current supervision records do not include meaningful or detailed discussions about the individual needs of the children and how these may affect staff well-being. This lack of reflective discussion limits the opportunity for staff to explore the emotional impact of their work and to identify areas where additional support or guidance may be needed.

The registered manager has not ensured that all staff have completed their required regulatory qualifications within the prescribed timeframes. This issue was previously identified during the last inspection, where a requirement was made. This requirement will be restated.

Team meetings take place regularly. While attendance is good, the level of information shared is basic. This is a missed opportunity to reflect and feed back on practice and the needs of the home and children.

Most parents say that the registered manager shares information with them in a timely fashion and ensures that they are kept up to date on any issues or incidents.

Staff know the children well and work hard to create a warm and homely environment for them to stay in. The leaders and managers work hard to create a space for children to socialise and develop their people skills.

Staff say that they are supported by the registered manager and enjoy working at the home.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— 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. (Regulation 12 (1) (2)(b)) Specifically, the registered person must ensure that children are supported by staff who are able to meet their needs. This is specifically in relation to epilepsy and eating disorder training.	27 August 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii)) Specifically, the registered person must ensure that they are	27 August 2025

able to support children to move placement in a planned manner and that placements are not affected by a lack of resources. Also, the registered manager must ensure that they have all the children's care plans on file.	
In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; 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. (Regulation 13 (2)(c)(d)(e)) In particular, the registered person must ensure that children are sufficiently cared for by a consistent staff team who are qualified and have the skills to respond to children's individual needs. This requirement is restated.	27 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— 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.	27 August 2025

(Regulation 32 (4)(a)(b) (5)(a)(b)) In particular, the registered person must ensure that all staff complete their qualification within the required timescales. This requirement was raised at the last two inspections and is restated.	
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) Specifically, the registered person must ensure that any changes to any deprivations of liberty are reviewed regularly. This includes ensuring that the right processes are in place to protect children.	27 August 2025

Recommendations

- The registered person should ensure that staff have an opportunity to reflect on their practice during individual supervision sessions. This should be recorded, as appropriate, on the staff supervision record. ('Guide to the Children's Homes Regulations, including the quality standards,' page 39, paragraph 8.15)
- The registered person should ensure that the terminology staff use is caring and compassionate. Phrases that contribute to further discrimination should be challenged and an evaluation of 'language that cares' should be considered. ('Guide to the Children's Homes Regulations, including the quality standards,' page 21, paragraph 4.3)

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: SC044231

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: Wendy Sparling

Registered manager: Andrew Law

Inspector

James Meeks, Social Care Inspector

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