

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 and accommodation for up to four children who have learning disabilities.

Inspection dates: 11 to 12 July 2017

Overall experiences and progress of children and young people, taking into account	Outstanding
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How well children and young people are helped and protected	Good
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The effectiveness of leaders and managers	Good
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 13 March 2017

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is outstanding because:

- The high quality of individualised care that young people receive supports their progress and enhances their quality of life.
- Young people, including those who do not communicate verbally, are supported to express their wishes and make day-to-day choices.
- Staff support young people to benefit from their education. Young people are encouraged to achieve and grow in skills and confidence.
- Young people's talents and interests are recognised and nurtured. Careful planning means that young people are enabled to safely enjoy positive experiences on a day-to-day basis.
- Risks to young people's safety and well-being are clearly identified and carefully managed so that they are protected from harm.
- Staff take time to understand young people's behaviours. The behavioural support provided to young people is carefully planned and regularly analysed.
- Staff have a good understanding of safeguarding practice. They are able to recognise safeguarding concerns and are confident in the actions they must take if a concern about a young person's safety is identified.
- The registered manager provides effective leadership. Parents, staff and community professionals express confidence in the registered manager.
- Staff are encouraged to express their views and raise concerns. Reflective practice is promoted, which supports the service's constant improvement.
- The registered manager uses quality-monitoring systems effectively. This helps to ensure that the safety and quality across the service is consistently monitored and that opportunities for improvement are recognised and addressed.

The children's home's areas for development:

- Ensure that records of physical interventions that take place in the home are completed with improved detail and clarity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2017	Interim	Sustained effectiveness
30/11/2016	Full	Good
21/03/2016	Interim	Sustained effectiveness
05/01/2016	Full	Good

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

Recommendations

- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure that it meets the needs of each child. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The young people who live in this home have made outstanding progress from their starting points, due to the highly individualised care they receive. Parents and external professionals speak extremely highly of the service and of the quality of care provided. One parent commented, 'They have spent so much time understanding [x] and what he needs. What they have put in place for him has helped him so much. His anxieties have reduced and he is so much more confident and independent.'

The young people who live in this home do not use verbal communication. They each have individual methods of communication, which are clearly understood by staff. Observations show that staff are constantly mindful of how young people express themselves and take time to understand what they are communicating. Young people's care plans contain clear information about their individual methods of communication. This helps staff to support young people to make and express their needs and choices.

Staff ensure that young people have the opportunity to make choices in their daily lives. For example, each young person has a pictorial menu in place, which is individualised to their personal food preferences and dietary needs. Similarly, pictorial activity cards enable young people to make choices about how they spend their time. The registered manager is currently in the process of introducing a pictorial version of each young person's care plan, so that they are more accessible and meaningful to them.

Each young person has an individual education programme in place. Staff work in partnership with young people's schools to ensure that the young people receive the support that they require to benefit fully from their programme. Regular review meetings are used to ensure that young people's progress is monitored and that any changes in their needs are identified and addressed. Young people's education programmes focus on supporting them to learn daily life skills such as self-care and household skills. Staff from the home closely support the young people's learning programmes in their home environment. This helps young people to achieve and promotes their skills and independence.

Staff have a clear understanding of each young person's health needs. Individual health action plans detail any health conditions that the young people have, as well as arrangements for their routine healthcare, such as dental and optical checks. Young people's care records demonstrate that staff work effectively with healthcare professionals and specialists to ensure that young people receive appropriate care. Each young person has a hospital passport in place, which means that important information can be passed on to the relevant professionals quickly and effectively, in the event that a young person is admitted to hospital.

Staff follow clear procedures, which help to ensure that young people's medication is safely managed. Arrangements for storing and administering young people's medicines are safe and effective. The registered manager ensures that the relevant health professional reviews the young people's medication regimes on a regular basis. Appropriate action is taken when any concerns are identified. This helps to support young people's good health and general well-being.

Parents express a high level of confidence in the registered manager and staff and report regular communication. Parents feel involved in their child's care. One parent commented, 'They always consult me. Everything is discussed with me before it's implemented. They listen to me.' Young people receive effective support to maintain important relationships, and any assistance they require to maintain family contact is clearly detailed in their care plans. Arrangements are currently being made for two staff members to support one young person and their family on a holiday abroad. Supporting young people to maintain important relationships promotes their emotional well-being.

Young people who live at this home receive good support to lead enjoyable and fulfilling lives. Some young people have complex needs, which means extremely careful planning is required to ensure that they are enabled to engage in activities in a safe way and in a way that they find enjoyable. This careful consideration and planning is evidenced in each young person's care plan and has resulted in their day-to-day experiences being enhanced.

Young people have grown in confidence due to the individualised support they receive. One young person, who was previously unable to take part in activities outside the home due to anxieties, now leads a busy, sociable life, visiting a wide range of clubs and enjoying a number of leisure activities. This young person is currently looking forward to an outdoor pursuit holiday with her school. Another young person is now able to take part in a number of enjoyable activities in the community, due to a significant reduction in episodes of self-injury, which previously required constant physical management. This demonstrates that the individualised care provided to young people has enhanced their life chances.

All the young people are at an age where their transition to adult services is being planned. The registered manager demonstrates a strong commitment to ensuring that young people's transitions are carefully planned in a manner that promotes their ongoing progress and well-being. There have been some challenges in identifying suitable provision for one young person. The registered manager is able to evidence the robust action she has taken in an attempt to assist in securing a suitable placement for the young person. This has included making arrangements with commissioners to provide continued support to the young person's new staff team during her transition. This is an

example of how the registered manager ensures that young people's progress and well-being is prioritised, and is central to the running of the home.

How well children and young people are helped and protected: good

Safeguarding practice is strong in this home. Managers and staff have a clear understanding of their responsibilities to protect young people from harm. They are able to describe the correct procedures to follow in the event that a concern is identified about a young person's safety or well-being. Staff are clear about the roles of outside agencies and how to report safeguarding concerns.

All staff are provided with safeguarding training at the start of their employment. This is regularly updated to help ensure that staff retain their knowledge and are kept up to date with any changes in procedures. Enhanced training is provided to managers who act as designated safeguarding officers. Young people are provided with easy-to-read pictorial advice about safeguarding, which helps them to understand their rights. This strong safeguarding practice helps to protect young people from harm.

Managers and staff have a clear understanding of young people's individual needs and any risks to their safety or well-being. Each young person has a comprehensive range of risk assessments in place, which clearly identify risks and the support required by staff to maintain the young people's safety. Young people's risk assessments are reviewed on a regular basis to help ensure that their changing needs and any new information are taken into account. Staff demonstrate a clear understanding of young people's needs and are able to describe the measures in place to maintain their safety.

The young people who live in this home are in need of constant support due to their level of needs. They do not leave the home unsupported and, as such, incidents of young people being missing do not occur. The registered manager demonstrates good understanding of the rights of young people who require constant support and supervision, but who do not have the mental capacity to consent to this. The registered manager has worked closely with external agencies to ensure that the rights of young people who are unable to consent to their care are safeguarded.

Some of the young people present with complex behaviours and require a high level of support. Individualised behaviour support plans provide staff with clear guidance about young people's behaviours and how to support them in a consistent manner. There is a positive approach to young people's behaviour support, with the main focus always being to understand what young people are trying to communicate through their behaviours.

Daily discussions take place amongst the staff, during which young people's well-being is discussed. All incidents that have taken place are explored and staff are encouraged to share their thoughts and views. The aim of this process is to assist staff in increasing their understanding of young people's behaviour and to help ensure that they use consistent approaches. It also provides additional opportunity for staff to share any concerns they may have about a young person's behaviour, or how staff have supported a young person during an incident.

All incidents of physical restraint are recorded and carefully reviewed by the registered

manager. In some examples, records could contain a greater level of detail, for example clarification in relation to the involvement of all staff involved. All staff who have taken part in an incident are encouraged to discuss the incident in detail, on both a group and individual basis. This supports a consistent and professional approach and helps to safeguard young people from inappropriate or excessive restraint.

The registered manager and staff report that, due to the individualised care and support young people receive, they have experienced a notable reduction in incidents of restraint over the time that the young people have lived at the home. This information is supported by records of such incidents that show a considerable reduction for all young people.

The registered manager ensures that young people are provided with accommodation that is safe and secure. Systems are in place to ensure that all areas of the home, facilities and equipment are subject to regular safety checks. Where appropriate, these checks are carried out by external specialists, such as fire safety officers. This helps to protect young people's safety and well-being.

Staff are carefully recruited through robust recruitment procedures. There is a requirement that all prospective employees undergo various background checks prior to being offered employment at the home. This helps to protect young people from being in contact with individuals of unsuitable character.

The effectiveness of leaders and managers: good

The home is well led by a suitably qualified and experienced registered manager. The registered manager consistently demonstrates a strong commitment towards high-quality care. The registered manager confirms that she receives a good level of support and appropriate resources to run the home in a safe and effective way.

Parents, external professionals and staff express satisfaction with the management of the home. They describe the registered manager as professional, supportive and approachable. A parent commented, 'I know I can pick up the phone any time and speak to her about the slightest concern.' A social worker commented that the registered manager has a very good understanding of the needs of young people, and that she ensures that their care is regularly reviewed in line with their changing needs.

It is evident that the registered manager has a proactive approach and works in a positive way with external agencies. The registered manager is quick to involve external professionals when required, to help ensure that young people's needs are met. She is able to challenge external services on behalf of young people and advocates strongly for them.

The home is staffed by a consistent and stable team. The registered manager ensures that the use of agency staff is minimal and that only a small pool of casual workers are employed. This helps to ensure consistency for the young people, as they are cared for by staff who know them well and understand their needs.

Staff report a high level of satisfaction with arrangements for their training and support. Staff describe the registered manager as highly supportive and express confidence in

her. Formal supervision is provided to all staff on a regular basis. In addition, daily debriefs provide further group supervision for staff. These debriefs are well received by staff, who say that they find them useful as they provide opportunity to discuss practice and raise any concerns. One staff member said, 'They are just a really good way for us to look at the support we have provided and how it could be improved.'

There is a comprehensive training programme in place. Staff are provided with training in a variety of areas, which include safeguarding, positive behaviour support, and autism awareness. All staff are supported to obtain nationally recognised qualifications in caring for children and young people. The registered manager closely monitors training to help ensure that all staff have the necessary skills and knowledge to provide safe, effective care.

The registered manager uses quality monitoring systems in an effective way. She is able to demonstrate a good understanding of the strengths of the service and identify areas for development. Clear audit processes mean that any areas for development are picked up quickly. The registered manager ensures that, in these circumstances, clear actions are recorded to demonstrate that matters have been addressed.

The registered manager works in an open and transparent manner and ensures that any matters of concern are promptly referred to the relevant agencies. There is a positive approach to feedback and opportunities to learn and improve from complaints or adverse incidents are recognised. This positive approach helps to support the constant development and improvement of the service.

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 difference 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 who 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: SC044231

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: Joanne Law

Inspector

Marie Cordingley, social care inspector

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