

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 is registered to provide care for up to four disabled children.

The manager has been registered with Ofsted since February 2018.

Inspection dates: 12 and 13 April 2022

Overall experiences and progress of children and young people, taking into account	good
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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 effective services that meet the requirements for good.

Date of last inspection: 15 February 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: Three compliance notices issued in relation to regulation 12, the protection of children standard, regulation 13, the leadership and management standard and regulation 14, the care planning standard.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2022	Full	Inadequate
24/09/2019	Full	Good
10/04/2018	Full	Outstanding
11/07/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last full inspection of this home, the provider has voluntarily paused admissions to the home to ensure that they can focus on making improvements. As a result, managers have taken effective action to improve the quality of care provided by the home. One child has moved to an alternative placement and there are now two children living at the home.

Children's experiences of living at this home have improved because they receive continuity of care. This is because children are supported by staff who know them and who are familiar to them. The home is currently overstaffed due to the reduced number of children living at the home. Furthermore, there is less reliance on agency staff to cover gaps in the staff roster.

Staff understand children's different methods of communication. They try hard to interpret children's body language and behaviours to understand what children are trying to tell them. Staff encourage and empower children to make choices and to exert control over their daily lives. One child is making significant progress with his verbal communication and is now using consistent words to signal his needs.

Staff plan lots of activities for children to take part in. There are sufficient staff and resources available to allow children to pursue their individual interests. Staff try and encourage children to have active lifestyles and promote healthy diets.

Routines are important to the children who live at this home. Staff understand this and ensure that consistent routines are in place. This helps ease children's anxieties as they understand what is expected of them and when.

One child's recent transition from the home was sensitively planned. The child had the opportunity to visit his new home and form relationships with his new support staff prior to his move. In addition, staff created a bespoke social story and picture board to help the child to understand about his move and who he would be living with.

A new impact risk assessment tool has been developed to support the manager when he is making decisions about new admissions to the home. This risk assessment is designed to help him consider the compatibility of the children and the skill set of the staff team. As there have been no new admissions to the home, it is too early to review the impact of this document. A requirement is made to secure improvement in the admissions process.

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

Children receive a high level of supervision and support which helps to keep them safe and protected from harm. These high supervision levels are aligned to the children's individual assessed needs.

All children's individual risk management plans have been updated. These plans identify known risks to children and contain detailed control measures which support staff to manage risk. Furthermore, risk assessments are updated following significant incidents. Staff are informed about the incident and instructed to read the risk assessment during shift handovers. This ensures that staff have the information they need to respond safely to children.

Staff have received training to improve the way they report and record significant incidents in the home. Records of significant events are detailed, and the manager clearly records the actions he has taken to prevent reoccurrence. A new procedure has been developed to help staff identify incidents that should be escalated to the manager's attention. This helps to ensure that the manager can respond quickly to emerging risks.

Staff are supporting children to overcome their anxieties in relation to health appointments. For example, staff are working in partnership with health colleagues to support a child to overcome his fear of needles.

There has been one occasion when a child's medicine was not securely stored and this allowed the child access to the medication. On another occasion, a child's medication was not administered to him and this error was not identified in a timely manner. A requirement has been made to improve practice in this area.

The effectiveness of leaders and managers: good

Leaders and managers demonstrate a commitment to providing good-quality, child-centred care for disabled children. Following the last full inspection, managers have prioritised actions to secure improvement. As a result, the three compliance notices issued in relation to regulation 12, the protection of children standard, regulation 13, the leadership and management standard and regulation 14, the care planning standard, are met. Action taken by managers has resulted in improved experiences for children and improvements in the arrangements to safeguard children.

Reporting and recording systems are better organised. Staff have been provided with training to increase their confidence and skills in this area. When significant incidents occur, they are more thoroughly explored by the manager to look for practice improvements. However, one significant incident was not reported to Ofsted. This hinders Ofsted's ability to ensure that the provider had taken the necessary action. A requirement has been made to address this.

The manager has introduced more robust monitoring and review systems. This is giving him a greater oversight of daily events in the home. As a result, the manager can respond more quickly and effectively to emerging risks to children.

All staff have received additional training to equip them with the skills and knowledge to work with disabled children. Staff valued this training and told the inspector that it has given them a better insight into the functions of children's behaviours.

There is good communication amongst the staff team. Effective handover arrangements between shifts ensure that staff are provided with up-to-date information about children's changing needs and the actions staff should take to keep them safe. One member of staff said, 'I feel supported by my team and the management. I believe we all work together to provide the best support for children.'

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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them. (Regulation 23 (1)(2)(a))	3 June 2022
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	3 June 2022
The care planning standard is that children— receive effectively planned care in or through the children's home.	3 June 2022

In particular, the standard in paragraph (1) requires the registered person to ensure—

that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.
(Regulation 14 (1)(a) (2)(a))

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

Responsible individual: Wendy Sparling

Registered manager: Andrew Law

Inspector

Sophie Thomson, Social Care Inspector

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