

Children's homes – Interim inspection

Inspection date	13/03/2017
Unique reference number	SC044231
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Progress Care and Education Limited
Registered provider address	5th Floor, 80 Hammersmith Road, London, W14 8UD

Responsible individual	Katherine Bridon
Registered manager	Joanne Law
Inspector	Marie Cordingley

Inspection date	13/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection: The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.	
This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. Young people who live at this home continue to receive a very good standard of care and support. Parents and community professionals give consistently positive feedback about the care that young people receive. One parent said, 'They are all amazing, they really love the children. They would do anything for them.' A community professional described the home as 'absolutely superb' and said they could not speak highly enough of the registered manager and staff. Young people are making good progress in a number of areas. One young person has been able to manage anxieties around changing environments on a day-to-day basis, which she previously struggled with. As a result, the young person is now able to take part in a variety of activities outside her home and she attends various youth groups and activities in her community. Opportunities for her to meet new friends and enjoy new activities have enriched her life. Plans are in place for the young person to go on holiday with her parents and some supporting staff. This would not have been possible for the young person previously. Another young person is ready to move on to adult services. The registered manager is working hard with external professionals to identify a suitable placement. The young person has some very complex needs and as such, there have been some difficulties in finding the right placement for her. The external professional leading this piece of work spoke highly of the registered manager and was extremely complimentary about the care and support provided to the young person at the home. They commented that the registered manager was prepared to go 'above and beyond' in supporting staff in a future placement to get to know the young person and understand her needs. The registered manager ensures that staff have an in-depth understanding of young people's needs and how best to support them. There are comprehensive risk assessments and care plans in place for each young person, which provide detailed guidance for staff. The registered manager has recently undertaken a review of these documents and streamlined them to make them more accessible and user-friendly. Staff support young people in a very positive manner. The young people who live	

at this home are non-verbal. Staff take time to understand young people's individual methods of communication and have good knowledge of how each young person might express that they are happy, hungry or upset, for example. Staff demonstrate that they are responsive to young people's individual needs.

Some young people require very careful support in relation to their behaviours. Their behaviour support plans are comprehensive and provide clear guidance to staff. This enables staff to support young people in a consistent way and manage crisis situations with confidence.

In line with a recommendation made at the last inspection, the registered manager has developed processes for debriefing staff following a situation where they have been required to intervene physically. Further, additional measures have been taken to ensure that young people's well-being is carefully monitored following any such incident. This helps to protect young people's safety and well-being.

The registered manager continues to lead the home effectively. She reports a good level of support from her senior managers and feels she has benefited from the opportunity to attend regular meetings with other registered managers from the organisation.

The staff team has remained stable and there has been no use of agency workers since the last inspection of the home. This helps to ensure that young people receive consistent care from people who know them well and have a good understanding of their needs.

Some areas within the home are in need of updating. The registered manager has secured funding for this work to take place. Plans are being developed to carry out the improvement programme, but these need to be carefully managed to ensure that the disruption to young people is minimised as much as possible.

The registered manager has agreed that there will be no new admissions to the home until the young person who is due to move to adult services has done so and all the refurbishment work is complete. This is to safeguard young people against the effects of too much disruption and demonstrates that the service is managed in the best interests of young people.

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.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2016	Full	Good
21/03/2016	Interim	Sustained effectiveness
05/01/2016	Full	Good
02/03/2015	Interim	Improved effectiveness

What the inspection judgements mean

At the interim inspection, we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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