

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: 26 and 27 July 2023

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: 12 April 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/04/2022	Full	Good
15/02/2022	Full	Inadequate
24/09/2019	Full	Good
10/04/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

There are four children who are living in the home.

Prior to the visit, a complaint was received about the operation of the setting, the staffing complement and medication practices. This was considered as part of the inspection activity.

Children benefit from well-planned introductions to the home, and they are suitably matched together, taking into consideration their individualised needs. Children are introduced to the service through a series of visits and staff spend time with them to understand their likes, dislikes and routines. This ensures that children gain confidence in their new surroundings and build relationships with staff. This is a strength of the staff team.

The home is presented to a good standard. This is evident in the decor and good-quality furniture. Children's bedrooms are personalised in line with their needs and plans. However, the manager should ensure that there are suitable furnishings on the landing window to promote privacy. A recommendation was made to address this.

Children enjoy a range of activities that are captured through photos and life-story work. They have opportunities to visit the local safari park, spend time in the garden, and trips to indoor sensory centres. Staff know the children well and inspectors observed staff supporting children in all aspects of everyday life with genuine warmth and care.

Staff support children to explore their faith and culture. They provide meals to accommodate cultural beliefs. One child regularly attends a weekly session run by a charity to promote his faith. This helps children have a sense of belonging and identity. Additionally, achievements and rewards in the home are celebrated using 'WOW' moments. This helps provide children with good memories of their time spent in the home.

Staff communicate with children using a variety of communication tools. For example, staff are trained in picture exchange systems and make good use of objects of reference and gestures. This enables children to make choices regarding things they would like to eat and activities they wish to take part in. This is enhancing children's understanding and they can make their wishes and feelings known. Additionally, there is good collaboration with schools to help staff further understand children's communication needs. This is a strength of the home.

Children are supported to see their families. The manager and staff consider how best to plan and manage the arrangements in the children's best interests. Feedback from parents was positive. One parent said, 'The staff are like family to us.'

One child accesses a resource provided through the local offer. However, not all managers and staff are fully aware of the local offer, which sets out the support available for children with special educational needs and/or disabilities (SEND). This is a missed opportunity to access additional resources for children. A recommendation was made to address this.

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

Safeguarding practices in the home are good. Risk assessments are detailed and regularly updated. Staff demonstrate they have a clear understanding of each child's needs and how to keep them safe. Children have positive relationships with staff who care and understand their needs and know how to keep them safe. Inspectors observed staff effectively interpretate children's behaviours when they are distressed and provide support and care where required.

Staff work collaboratively with specialist services to ensure that children's behaviour support needs are effective. Staff can identify children's emotional well-being needs. Children consistently receive the right support to keep them safe.

Inspectors identified that children's intimate care needs are met sensitively. There is consideration for maintaining the dignity of children. Additionally, some children have made good progress in toileting independently.

There are multi-agency discussions around restrictive practice and this is only used to ensure children's safety. Restraint practice in the home is only used as a last resort and, for some children, there has been a decrease in incidents. Additionally, following a restraint staff observe children to evaluate the impact.

The manager has robust oversight of incident records. This means any patterns or trends are quickly established through the documentation of body maps, and the manager provides support to staff when completing documents. As a result, the quality of incident records has improved.

Safer recruitment practices are in place. Staff are carefully monitored, and appropriate checks are carried out to ensure that unsuitable people are not recruited. This ensures that children are cared for by adults who can care for them safely.

There are safe and effective medication procedures in place to ensure that the children have the appropriate medication when needed to maintain good health and well-being. There are clear protocols in place for the use of 'as and when required' medications.

The manager has ensured that fire practices in the home are safe. Each child has a personal emergency evacuation plan that provides staff with details on the support a child requires in the event of a fire. All staff are suitably trained in fire safety and children regularly take part in fire evacuations.

The effectiveness of leaders and managers: good

The home has a permanent experienced manager in post, who is supported by a competent deputy. Staff say managers are approachable. Staff say they work well together as a team.

Newly recruited staff receive a thorough induction and have completed a range of mandatory training and shadowing opportunities. However, not all staff have completed their qualification relevant to residential childcare in the required timescales.

All staff have completed safeguarding training. However, this training does not include information to enhance staff understanding of specific safeguarding risks and vulnerabilities for disabled children. Additionally, staff should be refreshed on their understanding of the role of the local authority designated officer.

The manager and staff receive regular supervision. Staff are provided with opportunities to reflect on their practice and discuss the development of the home and areas of improvement.

There are suitable staff levels in place to support the children's complexities. The organisation is currently using agency staff due to staff vacancies. However, the manager ensures that the same staff are used to provide continuity of care to the children and they are supported by experienced members of the team.

Regular team meetings are taking place. There are robust handovers in place, which allow important information to be shared. These are reflective of the day and needs of the children.

Feedback from professionals was positive. Professional spoke about the good communication with the staff team. Staff attend meetings for children and provide updates on progress being made by 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, The 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
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. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b) (5)(a)(b) (6)(a)(b)) This specifically relates to ensuring that all staff complete their qualification within the required timescales.	8 September 2023

Recommendations

- The registered person should ensure that staff have safeguarding training specifically in relation to children with disabilities and be refreshed on the

understanding of the role of the local authority designated officer. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

- The registered person should ensure that the children's home is a nurturing and supportive environment that meet the needs of their children. In particular, this relates to ensuring that there are suitable furnishings on the landing window that will promote privacy. ('Guide to the Children's Homes Regulations, including the quality standards', page 15 paragraph 3.9)
- The registered person should ensure that managers and staff are aware of the local offer setting out the support available for children with SEND. ('Guide to the Children's Homes Regulations, including the quality standards', page 26, paragraph 5.4)

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

Inspectors

Judith Birchall, Social Care Inspector
Alexandra Pearson, Social Care Inspector

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