

SC051739

Registered provider: Pathway Care Solutions Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a large private provider. It provides care for up to three children who have emotional and social difficulties.

The home is led by an experienced manager who is not yet registered with Ofsted.

Inspection dates: 7 and 8 February 2023

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 March 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/03/2022	Interim	Sustained effectiveness
02/11/2021	Full	Requires improvement to be good
20/01/2020	Full	Good
16/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living in this large and comfortable home, which has a family feel. Children's views and ideas were sought about how they wanted to use the different rooms in the home. They were also consulted about the colours they wanted to decorate the bedrooms with. The result is a home that meets the needs of all the children and is personalised to their wishes, tastes and interests.

The manager and staff want the best for children. They have a child-centred approach in all that they do. Everything is tailored to the individual needs of the children. This allows each child to have the opportunity to be themselves and be supported to flourish in all areas of their development.

The children are in good health. Staff ensure that appointments are made, and children are encouraged to attend health appointments as required. When needed, staff support children at these appointments. The children eat a varied and balanced diet and choose what meals they want. Children help cook meals for everyone, and they enjoy doing this with the support of staff.

All children attend education. Staff reinforce the value of achieving good outcomes at school. When there are issues in accessing education, staff work with education professionals to resolve these quickly. Staff encourage children to attend school and take them to school daily. They will assist children with homework. Staff want to support children and help them attain their best possible grades.

Staff have worked hard to build trusted relationships with children. The children value the support they receive from staff and feel able to share their worries with them. When arriving home from education, the children are eager to tell staff how their day went. The staff provide children with praise and encouragement as any good parent would. The children respond well to this. Consequently, children feel cared about.

Children are encouraged to participate in various activities. These are linked to their interests and hobbies. Children are regularly asked about what they want to do. Group holidays are a time for children to try new experiences with the support of trusted adults.

Children have many opportunities to make their wishes and feelings known. They feel that staff listen to them and respond to requests. If something cannot be done, staff are aware that the children appreciate being told the reasons why. Therefore, staff take the time to give explanations to children. Working this way shows children that staff have heard them and value them, as their comments are not dismissed.

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

Staff know the children well. They have taken time to get to know all about each child. They do this through engaging the children in activities and having individual discussions on a regular basis. As a result, children feel cared about and know that staff are always there for them.

Children are supported to feel safe, and they are safe. They do not go missing from home or engage in any criminal behaviour. Incidents in the home have drastically reduced to the point where there have not been any in over three months. This is because children have learned ways to manage their emotions with the support and guidance of staff.

Children are safe online. Staff carry out regular checks on devices. They regularly discuss the dangers of using the internet and social media with the children. The trusting relationships that children have with staff mean that they openly share what they have been doing online. This means that children enjoy using the internet and social media in a positive and safe manner.

Risk assessments are thorough and detailed. They capture the needs of the children and how staff should support them. These assessments are reviewed on a regular basis by managers and shared with staff. Having up-to-date information allows staff to support children to the best of their abilities and de-escalate situations safely.

If staff find items of concern, they have a discussion with the relevant child. However, they have not undertaken room searches to determine if there are any further worrying items in the child's room. Staff are not consistently working with children to undertake room searches, if they are required. The manager needs to ensure that staff know the room search process and the necessary documentation. This will provide a record of why and when the search was undertaken and will help to keep children safe.

The effectiveness of leaders and managers: good

The manager leads this home well. Staff feel that she is approachable and supportive. Staff turnover is low. The team is clearly committed to the children and manager. This means that children have consistent carers and the opportunity to form positive relationships over time.

The manager is keen to invest in her team. Staff receive good opportunities for training and development. Staff benefit from regular supervision and developmental appraisals in which they can reflect on every aspect of their role. They can also consider issues relating to personal or team development.

A psychotherapist provides ongoing training and development to the team. This assists them in gaining more awareness regarding the children's respective histories and trauma. Appreciating the child's history helps staff coordinate appropriate care and support for each child.

Feedback from external professionals is very positive. Working in partnership with external agencies is seen as a key strength of the staff. Professional feedback has also stated that the care provided by staff is 'priceless', and that staff are keeping children 'as safe as possible'.

At times, local authorities have not shared key documents with the leadership team. This then places staff at a disadvantage as they may be unaware of important information about a child. The manager has not been proactive in requesting documents or escalating this concern to the relevant local authority.

The staff are moving from a paper-based system to a computerised one. They have small tablets on which they can update information about a child. The new system has review systems in place that will enable the manager to maintain oversight. This will allow her to maintain oversight of key documents and ensure that all the information captured is current.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5(d)) This specifically refers to ensuring that escalations are made to a local authority if relevant documents are not received.	5 June 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically refers to ensuring that quality assurance and monitoring systems are in place.	5 June 2023

Recommendation

- The registered person should ensure that children's rooms are searched if the child has been informed or asked for their permission. Immediate searching may be necessary where there are reasonable grounds for believing that there is a risk to the child's or another person's safety or well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)

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: SC051739

Provision sub-type: Children's home

Registered provider: Pathway Care Solutions Ltd

Registered provider address: Atria, Spa Road, Bolton, Greater Manchester
BL1 4AG

Responsible individual: Donna Carlin

Registered manager: Post vacant

Inspector

Lizette Watts, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023