

SC066242

Registered provider: Progressive Futures Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and provides care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in October 2023.

Inspection dates: 17 and 18 July 2024

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: 8 August 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/08/2023	Full	Inadequate
10/05/2023	Full	Inadequate
24/05/2022	Full	Requires improvement to be good
08/03/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, one child was living in the home. Staff speak positively about the child and have a good understanding of her likes and routines. Staff recognise the progress the child has made from her starting point and celebrate the child's success.

The staff hold regular key-work sessions with the child. They record lots of information about the work carried out on matters such as missing from care, positive friendships, the dangers of vaping and alcohol. Records of these sessions provide a good insight into the support that staff provide to the child.

Staff actively seek the child's views, wishes and feelings. This means that she is encouraged to have an active input into meetings and her plans. The child said that she likes the staff. She said that they provide a lot of support and are there to listen to her.

The child is aware of how to make a complaint. She can identify staff in the team who she can talk to if she is worried or upset.

Staff support the child to carry out daily tasks independently, in line with her individual needs. Tasks include cooking, managing personal care routines and budgeting, which helps the child to prepare for adult life.

Staff promote family time and make the necessary arrangements for the child to spend time with her family. Therefore, she is supported to maintain relationships with the people who are important to her.

The manager and staff work closely with local authorities and other agencies to support the child's educational needs. The manager has worked closely with the careers agency to ensure that the child has access to a provision that meets her needs.

The child has access to all universal healthcare services. Staff have recently sourced specialist support from other agencies, such as child and adolescent mental health services and outreach services, to support the child's emotional well-being.

The home is well maintained, and the child enjoys living in the home. Repairs are mostly addressed in a timely way. However, the bathroom requires updating. A recommendation has been made regarding this.

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

There have been few missing-from-home incidents. Missing-from-home protocols are clear and up to date. Staff have a good understanding of what to do when a child goes missing from the home. They look for the child during such incidents. Direct work has

been carried out with the child to discuss the reasons why they go missing and to reiterate the risks. This has helped the child to develop a better understanding of their personal safety. Furthermore, the episodes of the child going missing from the home have reduced significantly.

The child's risk assessments are up to date, and they outline the known risk factors. Risk assessments contain clear and detailed strategies for staff to follow. Risk assessments are reviewed and have good management oversight. This means that staff have clear guidance and take appropriate action when the child is at risk of harm.

Positive behaviour is promoted. However, when consequences are used, these are often purely financial and not restorative in nature. This does not help the child to understand the consequences of their behaviour nor help them learn to make positive choices. Furthermore, the manager does not always comment on the effectiveness of the measure used.

Staff ensure that the child's medication is stored safely and correctly administered. Recording is good and staff are all suitably trained.

When room searches take place, these are recorded appropriately. Staff use professional curiosity to ensure that the child is safe and well cared for.

Safer recruitment procedures are followed, and robust checks are carried out on all staff before they start to work in the home. These checks ensure that only suitable adults are employed.

The effectiveness of leaders and managers: good

There is a new manager in post. Staff have welcomed the improvements she has made and are positive about the high levels of support she provides. The manager has established a good relationship with the child. She has high aspirations for the child and is committed to helping her to achieve good outcomes.

Staff said they have received training on matters such as missing from care, child sexual exploitation, substance misuse and alcohol. This means that staff have the necessary skills to work to meet the child's needs.

Staff benefit from regular supervision and team meetings. Staff have opportunities to reflect on their practice, what they have learned, and the skills that training has given them to help improve children's outcomes.

Feedback from professionals is positive. They describe communication in the home as 'brilliant' and say that they are kept up to date. A strength of the team is the collaborative relationships staff have with other professionals.

The manager recently produced a report about the quality of care at the home. However, this lacks analysis, evaluation and an action plan. Additionally, the report was not sent to the regulator within the required time frame.

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
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline, or restraint in relation to a child in the home, a record is made which includes— the name of the child. details of the child's behaviour leading to the use of the measure. the date, time, and location of the use of the measure. a description of the measure and its duration. details of any methods used, or steps taken to avoid the need to use the measure. the name of the person who used the measure ("the user"), and of any other person present when the measure was used. the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	30 August 2024

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing, and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities, and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality-of-care review, the registered person must produce a written report about the quality-of-care review and the actions which the registered person intends to take as a result of the quality-of-care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (2)(a)(d)(c) (3) (4)(a))	30 August 2024

Recommendation

- The registered person should ensure that the home is a welcoming environment. Attention should be given to update the bathroom as it appears tired and dated. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

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: SC066242

Provision sub-type: Children's home

Registered provider: Progressive Futures Care Limited

Registered provider address: 55 Hoghton Street, Southport, Merseyside PR9 0PG

Responsible individual: Zoe Wilkinson

Registered manager: Katherine Purslow

Inspector

Judith Birchall, Social Care Inspector

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