

SC066242

Registered provider: Progressive Futures Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It is registered to provide care for up to two children who may have social and emotional difficulties.

The manager registered with Ofsted in October 2023.

Inspection date: 22 November 2023

This monitoring visit

This home was judged inadequate on 10 May 2023. Inspectors identified poor practice relating to safeguarding, risk management and care planning. Following the full inspection, two compliance notices were issued under section 22a of the Care Standards Act 2000. These related to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

At a monitoring visit on 19 June 2023, the inspectors found that the provider had taken action to address the steps outlined in the two compliance notices. However, at a second full inspection, on 8 August 2023, inspectors again identified poor practice relating to safeguarding, risk management and care planning. The provider had been unable to sustain the improvements made at the monitoring visit on 19 June 2023. This poor practice had impacted on children's progress, experiences and safety. In addition, the leadership and management of the home were judged inadequate.

Following the August full inspection, Ofsted issued two compliance notices under section 22a of the Care Standards Act 2000, relating to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

A monitoring visit took place on 25 September 2023 to monitor the compliance notices. The inspectors found that the provider had not taken action to address the

steps outlined in the two compliance notices and two further notices were issued relating to regulations 12 and 13.

A restriction of accommodation notice was also issued.

The focus of this latest monitoring visit was to monitor the registered provider's compliance with the notice restricting accommodation and to review the actions taken by the registered provider to meet the two compliance notices issued following the last inspection.

Leaders and managers have addressed the serious shortfalls in safeguarding practice. Since the last inspection, the acting manager has registered with Ofsted.

Following the last inspection, the child living in the home moved to a new home. There are currently no children living in the home.

The home environment has improved, with soft furnishings and new decor. The new manager has purchased dining room furniture, bedroom furniture and new beds. The layout of the home has also changed, which provides a more welcoming environment.

The manager has worked closely with the responsible individual to improve the home's documents and management systems.

Improvements have been made to children's records, such as risk management and behaviour support plans. There have been changes to the formats to make the documents clear. Documents now include detailed information and effective strategies for staff to follow.

The manager has developed a new information-sharing system. This will support staff to understand their roles and responsibilities in relation to safeguarding. Managers have reinforced with staff the expectations of providing good-quality care.

The management team has implemented a new handover book with clear procedures. This will guide staff in the actions they need to take if children are at risk. Furthermore, all staff have completed relevant safeguarding training, including managing allegations.

Management oversight of the home is improved. The manager is no longer working on shift. The manager is now included on the rota system, with the actual hours worked. The manager has improved her monthly monitoring systems to ensure she identifies any actions or changes to practice required.

Leaders and managers have developed a new supervision format. This ensures the manager can review and evaluate any gaps in practice and training. Furthermore, it shows evidence of discussions between staff and the manager in relation to their knowledge, skills and training.

Staff were positive about the improvements to the environment. They talked about the changes in the systems in the home and managers' expectations. The changes have boosted staff morale.

As sufficient steps have been taken since the condition was imposed, Ofsted has agreed to remove the condition. The previous requirements were not considered at this visit but will be reviewed at the next inspection

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

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 with the given timescales.

Requirement	Due date
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))	20 September 2023
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies;	11 October 2023

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e)) This requirement is restated.	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(ii)(h)) This requirement is restated.	11 October 2023

The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must provide a copy of the statement of purpose to HMCI and make a copy of it available upon request to— a person who works at the home; and a child, or a child for whom accommodation in the home is being considered. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (2)(a)(b) (3)(a)(b)) This requirement is restated.	20 September 2023
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) This requirement is restated.	20 September 2023
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and	20 September 2023

retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c)) This requirement is restated.	
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)) This requirement is restated.	20 September 2023

Recommendation

- The registered person should ensure that all staff behaviour management strategy should be understood and applied at all times by staff, and must be kept under review and revised where appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.34)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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

Inspectors

Judith Birchall, Social Care Inspector

Catherine Fargin, Regulatory Inspection Manager

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