

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.

There is currently one child living in the home.

There is a manager in post who has applied to register with Ofsted.

Inspection date: 25 September 2023

This monitoring visit

This home was judged inadequate on the 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 relate 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 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 are inadequate.

Following the full inspection on 10 August 2023, Ofsted issued two compliance notices under section 22a of the Care Standards Act 2000. These relate to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

The purpose of this visit was to review the provider's progress in meeting the steps in the compliance notices. However, the inspectors found that the provider had not taken sufficient action to address all of the steps outlined in the two compliance notices. The monitoring visit also identified further shortfalls in care practices.

Since the last inspection, one child has returned to live with family members. One child remains living in the home. The interim manager has remained in the home and has applied to register with Ofsted. This will be their first post as a registered manager.

The interim manager arranged training for the staff team and reviewed documentation in the home. However, the quality remains variable. The interim manager has been covering day shifts, night shifts and waking night shifts due to staffing shortages. This has impacted on her ability to lead a culture in relation to the children's home that helps the child aspire to fulfil their potential and promotes their safety and welfare.

Managers and staff do not demonstrate professional curiosity when there are concerns about a child's safety. As a result, they have missed opportunities to intervene to keep the child safe. Staff are unable to communicate effectively with the child, who is currently spending long periods of time on his mobile phone. As staff do not understand the child's first language, they do not know who the child is speaking to during the day and evening. This has left the child at risk of potential harm.

A strategy was implemented for staff to conduct daily checks on the child's mobile phone. However, this has not consistently taken place, as the child has refused to provide staff with access to their mobile phone. On the few occasions that the child has agreed for staff to review their mobile phone, the browser history has been deleted, and staff cannot access the applications that are in the child's first language. This remains an ongoing safeguarding concern and an unassessed risk for the child.

The interim manager reviewed the child's risk management plans and behaviour support plan. However, the information in the documentation about the actions staff should take if there are missing-from-home incidents remained unclear. In addition, staff had a different understanding of the times they should report a child missing and the actions they should take. This remains a safeguarding concern if clear processes are not in place for each child.

The provider reviewed the training package for staff and arranged for further training opportunities. Most staff attended the new training sessions. This included trauma-informed practice, recording and reporting allegations and basic safeguarding. However, this training did not focus on the individual care needs of the child living in the home and the ongoing risks they may face. When training is attended, the provider has implemented a detailed assessment for managers to individually review with staff their learning from the session. However, this has not taken place. This is a missed opportunity to ensure that staff have the knowledge and skills to meet the needs of the child.

Staff have received training about the actions that they are required to take when visitors attend the home. This includes recording their details in the visitors book and checking the credentials of all persons attending the home to complete repairs or remedial work. This will ensure that all visitors are suitably vetted. The changes made to the process were discussed with staff who attended a recent team meeting. Further work is planned to ensure that all staff understand this safeguarding procedure.

The responsible individual has reintroduced monthly monitoring and review systems. This will enable the interim manager to 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. However, this is not fully embedded into practice, and the interim manager has not provided an analysis on the next course of action that managers or staff will take to improve care practices.

Due to the levels of concern about the number of allegations made by the child, staffing levels have been increased to 2:1. However, this has meant that staff are now using the empty child's bedroom to sleep in. There has also been an increase in the number of agency workers and managers being used to cover the shortfalls in the rotas. Consequently, if the home was at full occupancy, there would be no bedroom for the second child and insufficient staff. This is a breach of the home's statement of purpose and conditions of registration.

Following the case review, it is Ofsted's view that the provider has not taken sufficient action to meet the compliance notices. Further notices under regulation 12 (the protection of children) and regulation 13 (leadership and management) are issued alongside a restriction notice.

Requirements set at the last inspection will be considered at the next full 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. It remains unmet since the first inspection judged inadequate in May 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— 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))	11 October 2023

This requirement is restated. It remains unmet since the first inspection judged inadequate in May 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. It remains unmet since the first inspection judged inadequate in May 2023.	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. It remains unmet since the first inspection judged inadequate in May 2023.	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—	20 September 2023

maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and 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. It remains unmet since the first inspection judged inadequate in May 2023.	
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))	20 September 2023

*These requirements are subject of a compliance notice.

Recommendation

- The registered person should ensure that all staff behaviour management strategies are understood and applied at all times by staff, and they 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: Vacant post

Inspectors

Judith Birchall, Social Care Inspector

Alexandra Pearson, Social Care Inspector

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Piccadilly Gate
Store Street
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