

SC378181

Platinum Services for Children (Residential Care) Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a small independent organisation and has been registered since 2008. The home provides care for up to two children who need support with their emotional and behavioural needs.

The registered manager has been registered with Ofsted since February 2019 and manages both this home and a sister home within the organisation.

Inspection date: 11 May 2022

This monitoring visit

On 7 and 8 December 2021, Ofsted carried out a full inspection. The home was judged to be inadequate and two compliance notices were issued, under regulation 6 (the quality and purpose of care standard), regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

On 18 January 2022, Ofsted undertook a monitoring visit to the home. The purpose of that visit was to review the provider's progress in meeting the compliance notices. The inspector found that the provider had not met the steps set out in the compliance notices. Ofsted reissued the compliance notices under regulation 12 and regulation 13.

On 7 and 8 April 2022, Ofsted undertook a full inspection. The home was judged to be inadequate for a second time. The inspector found that the provider had not met the steps set out in the compliance notices issued following the monitoring visit on 18 January 2022. Ofsted reissued the compliance notices under regulation 12 and regulation 13. An additional compliance notice was issued for regulation 5 (engaging with the wider system to ensure that children's needs are met).

On 11 May 2022, Ofsted undertook a monitoring visit. The purpose of this visit was to review the provider's progress in meeting the compliance notices. The inspector

found that the provider had not met the steps set out in the compliance notices and reissued the compliance notices under regulations 12 and 13 for a fourth time. The compliance notice for regulation 5 was also not met.

Leaders and managers continue to fail to make the necessary improvements to ensure that children are protected from harm. Inspectors found significant and widespread concerns. Risks have increased for children. Leaders and managers do not fully demonstrate that they understand how to safeguard children.

Leaders, managers and staff continue to fail to support children's behaviour effectively. Some actions by staff are escalating incidents further. This has a negative impact on children's experiences. As such, children's behaviour has become more challenging, and risk has increased. Leaders and managers have failed to identify these shortfalls and take action to improve.

Leaders and managers still fail to protect children who are at risk of online harm, exploitation and abuse. For example, children spend extensive periods of time in their bedrooms alone accessing online platforms with no oversight, guidance or limitations. Staff and managers lack knowledge and curiosity about social media and gaming platforms. This lack of understanding, guidance and management oversight increases risk to children.

Staff fail to provide children with a healthy daily routine. Children continue to be out of education or employment. They spend large amounts of time in their bedroom online. Staff are not successfully engaging children in alternative routines to support their progress and development.

Leaders and managers fail to take effective action when serious concerns about children's welfare occur. Children's mental health has deteriorated since the previous inspection. While staff seek immediate advice from professionals when an incident occurs, they fail to implement a longer-term plan to ensure that children receive sufficient support from skilled professionals. Leaders and managers do not take effective action to address poor and unsafe practice. The registered manager does not have effective oversight of records in the home, including incident records. When incidents occur, staff do not receive a debrief from leaders and managers. These shortfalls result in continued inadequate management oversight of the home.

Leaders' and managers' monitoring and reviewing systems in the home remain poor. The registered manager has introduced a system to help him understand what is happening in the home and to identify shortfalls in children's care. However, this has not been updated for several months, and there is no action taken when shortfalls are identified. Senior leaders fail to provide sufficient support to the registered manager when there are shortfalls in his skills. Leaders and managers repeatedly fail to meet compliance notices. This demonstrates widespread failings in the leadership and management throughout the organisation.

Staff have had further training to help them understand children's needs. However, staff continue to fail to demonstrate how they put their learning into practice. This means children are still not benefiting from skilled staff who can meet their needs.

As a result of this inspection, a notice to restrict accommodation has been issued. This prevents any further children moving into the home. A notice of proposal to cancel the provider's registration was issued on 16 May 2022.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/04/2022	Full	Inadequate
08/12/2021	Full	Inadequate
12/11/2019	Full	Good
13/11/2018	Full	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, 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— 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)) This specifically relates to the registered manager ensuring that any concerns for children's well-being or education are referred on to other professionals to ensure that children's needs are met. This requirement is reinstated from the previous inspection.	5 June 2022
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) This requirement is reinstated from the previous inspection.	5 June 2022
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	5 June 2022

understand the barriers to learning that each child may face and take appropriate action to help the child overcome such barriers; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(v)) This specifically relates to ensuring that there is structure to a child's day when they are not attending school, and staff promote opportunities for children's learning when children are not attending formal education. This requirement is reinstated from the previous inspection.	
*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. (Regulation 12 (1) (2)(a)(i)) This specifically relates to the registered manager ensuring that risk-management plans give staff clear guidance on how to manage risks, and that staff and managers follow such guidance to keep children safe. This requirement is reinstated from the previous inspection.	5 June 2022
*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—	5 June 2022

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. use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h)) This specifically relates to the registered manager ensuring that staff understand training and use this to care for children and meet their needs. It also relates to the registered person having a system in place to be able to monitor the quality of care and have a clear understanding of how to improve the care offered to the children in the home. This requirement is reinstated from the previous inspection.	
A person may only manage a children's home if— having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(b)(i)) This requirement is reinstated from the previous inspection.	5 June 2022
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. (Regulation 36 (1)(a)(b)) This specifically relates to the need for a child's up-to-date care plan and education plan to be in place. This requirement is reinstated from the previous inspection.	5 June 2022

The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) This specifically relates to the home having an up-to-date rota. This requirement is reinstated from the previous inspection.	5 June 2022
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*These requirements are subject to a compliance notice.

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: SC378181

Provision sub-type: Children's home

Registered provider: Platinum Services for Children (Residential Care) Ltd

Registered provider address: Union House, 111 New Union Street, Coventry,
West Midlands CV1 2NT

Responsible individual: Leonard Pattinson

Registered manager: Neil Jackson

Inspectors

Fiona Roche, Social Care Inspector

Karen Gillingwater, Social Care Inspector

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