

Children's homes – Interim inspection

Inspection date	15/03/2017
Unique reference number	SC390156
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Pilgrims Corner Limited
Registered provider address	Suite 5, The Links, HERNE BAY, Kent CT6 7GQ

Responsible individual	Sarah Norman
Registered manager	Post vacant
Inspector	Helen Lee

Inspection date	15/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has declined in effectiveness. Since the last inspection, the registered manger has left the home. The new manager has been in post for one week overseeing this home and a two-bedded home next door to this. She was appointed to be the deputy manager of the home a few months prior to this. She has worked in similar services previously. The manager acknowledged that there are shortfalls in the service and shows a determination to put them right. All four requirements made at the last inspection have been addressed. The recruitment procedures are now robust. They ensure that a sufficient number of references are obtained prior to a person being allowed to work at the home. Additionally, gaps in employment histories are now explored and the reasons why prospective employees left previous employment with children or vulnerable adults are now verified. A new child protection policy has been completed for the home. It is now clear in the policy who staff should report concerns to. Training has also been given to staff regarding the new policy. Four of the five recommendations made at the last inspection have been met. The children's guide now informs young people how to contact the Children's Commissioner to promote their rights or raise concerns. The manager has also developed bespoke visual welcome letters to go alongside the guide and ensure that young people have the information in a variety of accessible formats. Training sessions have been provided for staff on the new safeguarding policy. There is now a clear policy providing guidance on supporting young people who may self-harm. There has been an improvement in the regularity of formal supervision for staff. The unmet recommendation has been made as a requirement at this inspection visit. The is because the statement of purpose still contains inaccuracies about the service provision, stating that it provides life story work and family work, along with mediation and resolution techniques, and refers to 'the therapeutic nature and the holistic culture', neither of which staff have been trained in. It also mentions outstanding care which is already provided through the organisation', although this and other services have not been judged this way by Ofsted.	

Both young people remain in the home following the last inspection. One young person is progressing well and states, 'I feel supported and my week's been amazing, especially watching the Gillingham football game.' However, the other young person, although continuing to attend school, has disengaged from the home. This, along with concerning behaviours, such as increased missing episodes and unknown internet use, places him at risk of harm, engaging in anti-social behaviour and exploitation. The new manager has given notice to the placing authority regarding this young person's placement and has also agreed strategies with the missing persons police officer. The missing persons police officer recognised that the young man had 'done pretty well at the placement but had now gone off the rails'. Strategies to keep the young person safe are having only limited impact.

Significant specific support and training had been identified for one young person by health specialists 18 months ago, which, although noted in the young person's placement plan, had never been undertaken. The home's plan relied on the accessing of the local child and adolescent mental health services, which is still at the referral stage.

There are weaknesses in the management of safeguarding concerns. Since the last inspection, a safeguarding incident has occurred which demonstrates a failure to record as soon as possible, in the young person's own words, the answers to questions put to the young person in chronological order, with clear dates and signatures. This is a shortfall in managing effectively risks to children and young people and led to the outcome strategy meeting to conclude that 'it was unclear at the beginning of this process if the young person was actually making a disclosure'. Additionally, the times logged on the missing form did not correspond to those entered into the safeguarding log. Furthermore, work agreed at the outcome strategy meeting, including the facilitation of an appointment with the sexual health nurse, was not undertaken by the home. These omissions and errors had not been identified through either the external or internal monitoring of the home. Indeed, the independent visitor looked at the notification to Ofsted of the event and made no actions. He did not record any review of this incident. This failed to identify that young people were not being safeguarded effectively.

Records in this home wrongly and unnecessarily contained sensitive, identifying and confidential information about a young person who lived in another of the organisation's homes.

Information about this children's home

This privately owned children's home is registered to accommodate three young people who may have emotional and/or behavioural difficulties. The home is operated by a small local provider who has other similar homes in the vicinity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2016	Full	Good
21/03/2016	Full	Good
22/09/2015	Interim	Sustained effectiveness
25/02/2015	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person meets 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 must comply within the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the protection of children standard, with particular reference to recording safeguarding concerns in full, the registered person must ensure that all staff— (2)(v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (vi) take effective action whenever there is a serious concern about a child's welfare; and (vii) are familiar with, and act in accordance with, the home's child protection policies.	14/04/2017
13: The leadership and management standard In order to meet the leadership and management standard, with particular reference to ensuring that monitoring of safeguarding incidents highlights discrepancies and ensures the best outcome for young people, the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare.	12/05/2017
44: Independent person: visits and reports The independent person must produce a report about a visit ('the independent person's report') which sets out, in particular, the independent person's opinion as to whether— (a) children are safeguarded effectively; and (b) the conduct of the home promotes children's well-being.	28/04/2017
36: Children's case records The registered person must maintain records ('case records') for each child which, in particular contain only information regarding	14/04/2017

each individual child— (b) are kept up to date; and (c) are signed and dated by the author of each entry.	
10: The health and well-being standard In order to meet the health and well-being standard, is that— (a) the health and well-being needs of children are met; (b) children receive advice, services and support in relation to their health and well-being; and (c) children are helped to lead healthy lifestyles. (2) In particular, providing the care and training recommended by health specialists the registered person to ensure— (a) that staff help each child to— (i) achieve the health and well-being outcomes that are recorded in the child's relevant plans; (ii) understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; (iii) take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and (iv) understand and develop skills to promote the child's well-being. and (c) that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.	14/04/2017
11: The positive relationships standard In order to meet the positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— (a) mutual respect and trust; (b) an understanding about acceptable behaviour; and (c) positive responses to other children and adults. (2) In particular, enabling young people to access the internet and wi-fi in the home and keeping a robust risk assessment which manages and minimises any potential risks requires the registered person to ensure— (a) that staff— (ii) help each child to develop socially aware behaviour;	28/04/2017

(vi) help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; and (vii) help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship.	
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What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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