

SC402385

Registered provider: Priory Education Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It is registered for up to five young people aged between 11 and 19 who have complex needs, which may include autism, spectrum disorders and complex associated difficulties. The registered manager has managed the home since July 2016 and is appropriately experienced and qualified.

Inspection dates: 7 to 8 January 2020

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/07/2018	Full	Good
23/05/2017	Full	Good
09/02/2017	Interim	Sustained effectiveness
09/08/2016	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
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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d)) This is in relation to the installation of a loft ladder as advised in the fire risk assessment.	31/01/2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(b)(2)(c))	29/02/2020
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 dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) This refers to young people's health records being completed and up to date.	29/02/2020

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people receive good individual care from staff who know them well. As a result, young people make good progress in many areas of their development. The manager and staff are proactive in ensuring that young people are educated. Where young people are not in school or college, they are swift to arrange alternative provision.

Young people develop good, trusting relationships with the adults who care for them. Staff engage well with young people and show an interest in them. This ensures that young people develop in confidence and self-esteem.

The home is a welcoming and comfortable place for young people to live in. Young people can personalise their bedrooms and are involved in choosing colour schemes and soft furnishings around the home. As a result, young people develop a sense of belonging.

Staff support young people to lead healthy lifestyles and work closely with health professionals to keep young people safe. This has resulted in a reduction in the incidents of self-harm by young people. However, health records are not adequately completed. The immunisation histories of young people are not recorded. As a result, young people do not have a full understanding of their health background.

Staff support young people well to learn how to budget, shop and cook for themselves. This helps young people develop the skills they will need to be independent in adulthood.

Staff organise days, such as 'reptile days', to give young people new experiences. As a result, young people are helped to develop positive memories of their time living in the home.

Staff support young people to move in and leave the home in a planned way. Young people have the opportunity to meet with the manager and visit the home before they move in. This helps them to have a clear understanding of where they are living and of the expectations of the home before they move in.

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

Staff work hard to ensure young people's safety. Any incidents of concern are clearly recorded. The manager consults and seeks advice appropriately. This ensures that effective action is swiftly taken to ensure that young people are kept safe.

Young people who have previously gone missing are more settled. As a result, instances of young people going missing from the home have significantly reduced. Staff act swiftly when young people go missing, to ensure that they are found and returned safe and well to the home.

Staff use physical restraint infrequently because staff manage conflict effectively. Records of physical restraint are comprehensive and are used to inform future practice. Staff make a good use of rewards and incentives to promote positive behaviour.

There is a range of risk assessments in place. These ensure that staff know about the measures that they need to take to safeguard young people. Impact risk assessments are completed prior to young people living in the home. However, these do not adequately demonstrate the impact of a young person moving into the home on existing young people who live in the home. As a result, young people may not be appropriately placed in the home.

Health and safety checks and fire risk assessments are regularly completed. One action raised on the fire risk assessment, regarding the installation of a loft ladder, has not been completed, as it conflicts with recommendations made in a subsequent health and safety review. The manager has not been proactive in determining whether this action is required.

The effectiveness of leaders and managers: good

There is a consistent team of staff working in the home who have a clear understanding of the progress young people are making. Staff are motivated and feel well supported.

The manager has a good level of oversight into the running of the home. There are clear systems for monitoring progress that demonstrate improving outcomes for young people.

The manager and staff work effectively in partnership with parents and with a range of professionals. Parents and social workers are incredibly positive about the progress young people are making. One social worker commented: 'There is a high degree of engagement and support to young people.'

Staff receive a wide range of online and face-to-face training. This is supplemented in team meetings, with quizzes to further develop staff knowledge and practice. However, new staff have not received training in some areas, for example self-injurious behaviour.

Consequently, some staff may not have all the necessary knowledge or skills to support young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: SC402385

Provision sub-type: Children's home

Registered provider: Priory Education Services Limited

Registered provider address: Priory Group, 80 Hammersmith Road, London W14 8UD

Responsible individual: Dale Berry

Registered manager: Ashley Baker

Inspector

Sue Young, social care inspector

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