

SC402406

Registered provider: Priory Education Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home accommodates up to three young people who have emotional and/or behavioural difficulties. It is run by a private company.

Inspection dates: 11 to 12 May 2017

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: 7 February 2017

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is good because:

- The young person enjoys living at the home and is aware of the progress he is making.

- The young person benefits from the trusting and nurturing relationship he has formed with staff.
- The registered manager works in partnership with the young person's school to ensure that a personalised educational package is in place.
- Staff are not afraid to challenge other partner agencies if they feel that they are not acting in the best interest of the young person.
- Staff organise themed evenings to help the young person embrace other cultures and celebrations.
- Staff promote and support the young person to maintain regular contact with his family so that he does not feel isolated.
- Staff help the young person to develop the knowledge and skills necessary to stay safe.
- Staff feel valued and supported by the registered manager.

The children's home's areas for development:

- Staff do not always ensure that the young person's care plan has all the required information for the administration of prescribed medication.
- Managers do not address potential errors in the administration of medication.
- Staff do not fully consider how wearing the company's logo clothing could affect the young person's identity when in the community.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2017	Interim	Sustained effectiveness
06/06/2016	Full	Good
12/01/2016	Interim	Sustained effectiveness
15/06/2015	Full	Requires improvement

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 registered person must maintain records ('case records') for each child that include the information and documents listed in Schedule 3. The records must be kept up to date, and signed and dated by the author of each entry. (Regulation 36 (a))	10/07/2017

Recommendations

- Children in residential care may be worried about being stigmatised or bullied by their peers for being "different" because of where they live. The home's environment and care should be designed to take account of this and staff should support children to talk about and help them address any concerns they have. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.13)
- Care must be taken to ensure that prescribed medicines are only administered to the individual for whom they are prescribed. Medicines must be administered in line with a medically approved protocol. Records must be kept of the administration of all medication, which includes occasions when prescribed medication is refused. Regulation 23 requires the registered person to ensure that they make suitable arrangements to manage, administer and dispose of any medication. These are fundamentally the same sorts of arrangements as a good parent would make but are subject to additional safeguards. Where the home has questions or concerns about a child's medication, they should approach an expert such as a General Medical Practitioner, community pharmacist or designated nurse for looked-after children. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15)

Inspection judgements

Overall experiences and progress of children and young people: good

One young person is currently living at the home. The home is pleasantly furnished and has a homely feel to it. It has recently benefited from new carpets, and a new kitchen is soon to be fitted.

The young person enjoys living in the home and is aware of the progress he is making. The young person told the inspector: 'I like living here. I've made progress, I am more resilient. I can control my emotions and anger.' The young person's social worker and his mother also recognise the progress the young person has made emotionally, physically and socially. The progress made by the young person is helped by the trusting and nurturing relationship he has managed to form with staff. The young person told the inspector that one of the best things about living in the home was the staff, and that he would miss them when it was time for him to move on.

The registered manager works in partnership with the young person's school to ensure that a personalised educational package is in place. The manager and staff have worked closely with the education provider and the local authority to identify the barriers to learning. Staff are not afraid to challenge the school if they feel that decisions are not in the best interest of the young person. This demonstrates that staff appreciate the value of education on the young person's progress.

The young person has his voice heard through discussions, key-worker sessions, young person meetings and through questionnaires that are aimed to help staff understand the young person's overall experiences. The young person told the inspector that he felt listened to and understood the complaints procedure. Consequently, the young person is making decisions on matters that affect his everyday life.

The young person learns interesting facts about different cultures through themed evenings run by the staff. He has helped to prepare and taste new foods. The young person told the inspector excitedly about a recent evening when he tried pig trotters, but this was not his favourite dish. He was able to recall these evenings with memories of fun and laughter. These diverse opportunities enable him to form positive childhood memories.

The young person has access to a wide range of activities. However, the staff team respect the young person's choice of going to the cinema and playing game consoles.

Staff promote and support the young person to maintain regular contact with his family so that he does not feel isolated. Staff have excellent communication with family members and ensure that they are involved in the young person's day-to-day care.

The young person has been supported to start to develop some of the skills he will require to live independently. He is learning how to make his own basic meals and how to use the washing machine. As a result, the young person is acquiring the skills he

needs for adulthood.

It is common practice for staff to wear clothing with the organisation's logo clearly printed on it when they are out in the community. Staff have not fully considered how this could draw unnecessary attention and stigma for the young person.

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

Good partnership working ensures that the young person is protected by agencies that know him well. Professionals share information and communicate effectively. Staff monitor behaviours carefully to look for emerging patterns and trends in behaviours. This helps staff to understand presenting risks. These concerns are then shared with key professionals so that the young person has access to the support he needs to stay safe.

The young person does not go missing from care or self-harm, and he is not at risk from child sexual exploitation. Staff use their trusting relationships with the young person to make sure that he is aware of the risks and that staff care about him and want him to be safe. Staff remain vigilant to any changes in behaviour that could be an indication that the young person could be at risk. This vigilance includes being aware of the risks associated with social media and radicalisation.

Staff take part in training that gives them the required skills to understand their roles and responsibilities, as well as understand the actions that they need to take to keep the young person safe from harm. Risk management plans are current and individualised. Consequently, the staff understand the young person's vulnerabilities and the risks that young people can face.

The use of negative sanctions is low because staff support the young person to take responsibility for his own behaviour. Emphasis is placed on verbal de-escalation and this means that physical restraint is not required. Behaviour management plans are clear, and staff are consistent in applying them. This has helped the young person to manage his behaviour in a more positive manner.

Health and safety and fire risk assessments are given high priority. An allocated member of staff has a good oversight of the policies and procedures. He escalates any concerns and ensures that work is carried out promptly. This helps to ensure that the young person lives in a safe and secure home.

Staff are knowledgeable about the young person's health needs. However, this knowledge is not recorded in the young person's care plan. This means that any new staff will not acquire knowledge of the young person's health needs through reading his care plan. In addition, although staff complete regular medication audits, discrepancies in the amount of medication in stock were found at this inspection. This was quickly addressed during the inspection. This showed up weaknesses in the quality assurance system in respect of medication.

The effectiveness of leaders and managers: good

The registered manager has been in post since November 2014. She has considerable experience and holds a degree in social welfare. Three members of staff hold their level 3 diploma in residential childcare. Three other members of staff are currently working towards this qualification and are due to complete by the end of June 2017. One remaining member of staff is currently on maternity leave.

Staff feel valued and supported by the registered manager. Staff report that they feel listened to, and that their views are valued. The staff are highly motivated in their care of the young person. A member of staff told the inspector: 'I really like working here. I like that the manager listens to everyone and we all have an input into how the home is run.'

The manager has a clear vision for improvement. She is clear about the strengths and areas for development for the service. This is underpinned by visits from the independent visitor and the in-house quality team, who conduct visits and raise areas for development.

The registered manager is child focused in her practice. She understands the young person's individual needs and ensures that staff have the training and skills to meet the young person's needs. Staff receive good-quality and regular supervision, and consequently work safely and consistently together. Effective team meetings ensure good communication and consistency of practice across the staff group. All staff attend these meetings. Mutually supportive and respectful relationships exist across the staff group. These relationships demonstrate positive role models and consistency for the young person.

The staff are meeting the aims and objectives as set out in the statement of purpose.

Good recruitment and vetting processes are in place. Applicants undergo appropriate checks, including criminal history and employment history checks. This reduces the possibility of young people being harmed by those in positions of trust.

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 who 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: SC402406

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: Dan Svensson

Registered manager: Karen Lewis-Farr

Inspector

Louise Battersby, social care inspector

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