

SC412971

Registered provider: Priory New Education Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. The home provides residential and respite care and accommodation for up to four young people who have learning disabilities.

The manager has been registered since November 2017.

Inspection dates: 5 and 7 June 2018

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 10 July 2017

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2017	Full	Requires improvement to be good
15/03/2017	Interim	Improved effectiveness
15/08/2016	Full	Good
21/03/2016	Interim	Declined in effectiveness

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

Statutory requirement

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 make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child. (Regulation 23(1)(b))	13/07/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Over the past year, there have been considerable changes to the staffing complement. A new manager has been registered. She has brought in a new management team as well as refreshing the care staff team. All the young people living in the home are in stable, long-term placements. During the past year, they have experienced a lot of change.

Initially, this caused anxiety for some parents whose children use the service. However, the parents of all young people speak well about the current management and staff teams. They recognise the positive changes that have taken place over the last year and confirm that they are happy with the high level of care being given to their child. One remarked, 'I do know he is in the right place with the right people.'

A highly dependent group of young people are well cared for. Their complex needs are understood and met by small teams of designated staff. The staff understand those needs and can meet them. Routines are tailored to meet individual need. These routines impact positively on young people, contributing significantly to the good, steady progress that they are making in all areas of their lives.

Staff and young people create a lively, energetic environment, which creates a warm and harmonious atmosphere. Young people are confident and happy in the home. They form strong bonds with the staff who care for them. This is also a key factor for families, who acknowledge the high levels of support given to them by the manager and her staff.

Care plans, coping strategies and assessments of risk are detailed and reflect the individual needs of each young person. They are revised and updated regularly, which keeps them current.

High staffing ratios and good transport arrangements enable young people to engage fully with community-based facilities. Activities are planned to meet individual need, allowing young people to develop their interests and hobbies.

All young people are in full-time education, attending a school operated by the organisation running the home. Attendance levels are high, which contributes significantly to the steady educational progress being achieved.

Complex health needs are being well managed. Strong and well-established links exist with community-based healthcare services. The home retains good links with a range of services which provide specialised care to young people.

The systems, processes and training for staff in storing, administering and recording medication have been revised and overhauled since the last inspection. An incident linked to administering medication occurred recently. This incident has led to a further review and remains an area that still requires development.

Young people are encouraged to maximise their potential and are encouraged to develop skills to give them greater independence. For example, young people are participating in a scheme run by a national supermarket chain which develops and promotes their cooking skills.

The home is undergoing a rolling programme of refurbishment which is improving the decor and facilities. Young people are comfortable and at ease in their environment. Sensible steps have been taken with the decor and furnishings, based on each young person's sensory tolerance.

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

Risk management processes, coupled with assessments of risk, are individual for each young person. Staff calculate risk effectively to ensure that young people are socially mobile.

Within and around the home, appropriate routines and checks are in place to ensure that the home and its surrounding environment are safe places to be.

Clear safeguarding arrangements protect young people. Initial and regular refresher training helps staff to understand their roles in keeping highly vulnerable young people safe. Strong links exist with those external agencies charged with protecting children.

Young people are prone to self-injurious behaviour, which explains the high number of physical interventions that have occurred. Regular review and evaluation of practice

include other professionals and parents, allowing for coping strategies to be modified. This has led to a reduction in the number of incidents taking place.

Behaviour management is well managed. A non-confrontational approach means that young people live in a non-punitive environment. High staffing ratios, coupled with good organisation and planning, ensure that young people do not go missing from the home.

Recruitment and staff clearance processes are of a high standard. Visitors to the home are vetted appropriately. This ensures that young people meet people who pose them no risk.

The effectiveness of leaders and managers: good

The manager has had a positive influence in the home during her first year. She is well supported by a deputy who is also relatively new. Detailed planning and evaluation of the service have taken place, with the home's strengths and areas for development clearly defined.

Despite the high number of changes to the staff team, a backbone of experienced staff remain. Collectively, the staff team is buying into the ethos, culture and revised working practices that are being introduced. This is contributing significantly to the re-energising of the home, which is proving to be beneficial to young people and their families.

The supervision and appraisal programmes for staff have improved. They are being implemented with greater consistency. Solid induction for new staff, coupled with an active training programme, provides staff with the skills, confidence and ability to promote effectively young people's welfare.

Good working partnerships with the families and professionals involved with young people are in place. Parents feel included in all aspects of decision making and are well supported when a young person visits home. They speak positively regarding the levels of individualised care being given. A parent said, 'The managers and staff are on his wavelength and understand him well.'

One requirement linked to medication has been generated as a result of this inspection. The manager demonstrates a clear understanding of the areas to be improved and has clear plans in place to address them. Time is needed for them to be achieved. Overall, the home has experienced a period of improvement since the last inspection.

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: SC412971

Provision sub-type: Children's home

Registered provider: Priory New Education Services Limited

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

Responsible individual: Wendy Sparling

Registered manager: Sarah Calvert

Inspector

Graham Robinson: social care inspector

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