

SC412971

Priory New Education Services Limited 07221650

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. It provides care for up to four children with learning disabilities.

The manager has been registered with Ofsted since March 2020.

Inspection date: 9 March 2021

This monitoring visit

This children's home was last inspected in May 2019. Recent reports from the home's independent visitor indicate that there are vacant posts within the staff team and agency staff are regularly used to cover these vacancies. Reports also indicate that management oversight has not always been sufficiently robust to identify gaps in some records. Therefore, a decision was taken by Ofsted to conduct an unannounced monitoring visit focused on these areas of concern and their impact on the progress of children.

There were three children living at the home at the time of the monitoring visit. Two of the children were self-isolating at the home, following contact with someone who had tested positive for COVID-19 (coronavirus). As a result, this monitoring visit was conducted remotely, using technology to view the condition of the home and to speak to children and staff.

There has been a high turnover of staff since the last full inspection of this home. The manager has struggled to recruit and retain a consistent staff team. Until recently, there has been a reliance on agency staff and bank staff to cover vacant posts. The manager recognises this issue and the impact it has on the consistency of care for children. She has made efforts to minimise the impact on children by using regular agency staff and by moving members of the core staff team onto night-time shifts. This change to the rota, coupled with a recent recruitment drive, has meant that agency staff have not been used in the home for several weeks. A requirement has been made in order to secure sustained improvement in this area.

The manager demonstrated an in-depth knowledge of the children's needs and the progress they are making. She is ambitious for children and sets individual monthly targets to maximise their independence in all aspects of their daily life.

Children receive high levels of supervision and support that are in line with their complex needs. They are making good progress and learning important new skills that are supporting them to become more independent. For example, with the support of staff, one child is learning how to make their bed and do their laundry.

Children are supported to access community healthcare services. Careful and sensitive planning has enabled one child to attend an optician's appointment for the first time. With encouragement and positive reinforcement, the child is now learning to tolerate wearing glasses.

Children are supported to keep in touch with their families. Staff help children to use technology and social distancing measures to communicate with their families safely. These arrangements are kept under review and adapted to align with current government guidance in relation to the COVID-19 pandemic.

Staff expressed confidence in the manager. They told the inspector that the manager is accessible and that they value the support they receive from her. One member of staff said, 'The manager is easy to talk to and makes sure everyone knows what they are supposed to be doing. She's very approachable.'

Records of recent physical interventions were reviewed as part of this monitoring visit. Robust management oversight was evident in all the records sampled. However, some shortfalls were identified in the manager's oversight of other records. For example, the home's statement of purpose has not been updated to reflect the details of the new staff employed at the home. In addition, the format of the staff roster is confusing. This makes it difficult to establish with accuracy which staff are on duty on some shifts. Requirements have been made to address these shortfalls.

Two recommendations made at the previous full inspection were not considered as part of this monitoring visit. Therefore, they are repeated for consideration at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2019	Full	Good
20/03/2019	Interim	Sustained effectiveness
06/06/2018	Full	Good
10/07/2017	Full	Requires improvement to be 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 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— ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(e))	30 April 2021
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1))	30 April 2021
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c)) In particular, the staff duty roster must be a record of the actual rosters worked.	30 April 2021

Recommendations

- The registered manager should lead and manage the home in a way that delivers the ethos, outcomes and approach set out in the home's statement of purpose. In particular, the registered manager should better manage noise and activity levels within the home at busy times, such as during staff handovers. ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.4)
- The registered manager should ensure that staff are aware of whether a child has an EHC plan and the information in it. An EHC plan details the education, health and social care support that is to be provided to a child or young person who has special educational needs or a disability. ('Guide to the children's homes regulations including the quality standards', page 26, paragraph 5.4)

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: SC412971

Provision sub-type: Children's home

Registered provider: Priory New Education Services Limited 07221650

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

Responsible individual: Wendy Sparling

Registered manager: Anne-Marie Pickup

Inspector

Sophie Thomson, Social Care Inspector

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Piccadilly Gate
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Manchester
M1 2WD

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