

SC473877

Registered provider: Pilgrims Corner Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home that provides care and accommodation for up to two children who may experience social, emotional and mental health difficulties. There was one child living at the home at the time of the inspection.

There is currently no registered manager. A manager has been appointed, but has not yet applied for registration with Ofsted.

Inspection date: 26 September 2024

Date of last inspection: 30 May 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Staff know the child well and understand when behaviours are a communication of how they are feeling. Staff respond flexibly to support the child's social, personal and emotional development, and consistently take their wishes into consideration to help them feel safe.

Staff have worked sensitively with the child to motivate them to attend education. As a result, the child has started to attend school, and this achievement is recognised with meaningful rewards that are chosen by the child.

Children know how to use the home's complaints process. Staff demonstrate that they take complaints seriously and follow the correct internal guidance when managing, recording and delivering outcomes for children.

Staff know the child's risks and how to keep them safe. Risk assessments are clear and include the actions that the staff must take to best support the child. Managers are working towards improving ways to teach the child how to keep safe. This has included work with independent professionals.

Staff manage allegations well. They record clear chronologies and outcomes in all cases. Staff seek the appropriate professional advice and notify all relevant persons in a timely manner. Records are clear and identify the action taken by the manager to keep the child and staff safe.

Physical interventions are rare. When these are used, clear records detail the incident and the actions that the staff have taken to reduce the likelihood of future interventions being required. The child and staff are spoken to following the incident. This means that all involved are provided with time to reflect and learn.

The home is managed effectively and efficiently by the acting manager, who is insightful and focused on positive outcomes for children. The acting manager has not yet applied for registration with Ofsted.

The acting manager values staff, who feel supported, and their well-being is looked after. Regular meetings give staff the opportunity to ask questions and seek clarification on how to respond to new concerns. Guidance is recorded and clear for staff to follow.

Despite recent staff changes, managers have worked hard to minimise the disruption to the child. New induction systems are in place to ensure that staff receive a positive and well-supported start in their roles. Managers recognise the

need for specialised training to further equip staff to support the child's complex needs, and they have taken action to explore this.

There have been clear improvements in monitoring and reviewing systems. Managers maintain an effective overview of the home, tracking the actions taken and progressing new actions identified. This has improved the overall organisation of the home and ensured that important areas are being addressed in a timely manner.

Improvements have been made in the home environment, and shared areas are homely and welcoming. The acting manager has good oversight to ensure that repairs are completed. However, there has been a delay in ensuring that the child has full privacy from the window in their bedroom. The acting manager has made a request for this to be addressed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2024	Full	Requires improvement to be good
20/03/2024	Full	Requires improvement to be good
08/02/2023	Full	Good
08/02/2022	Full	Good

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

Recommendation

- The registered person should ensure that staff seek to meet children's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met. This includes maintaining the physical environment– doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

Children's home details

Unique reference number: SC473877

Provision sub-type: Children's home

Registered provider: Pilgrims Corner Limited

Registered provider address: The Gathering Space, Highland Court Farm, Bridge, Canterbury, Kent CT4 5HW

Responsible individual: Sarah Norman

Registered manager: Post vacant

Inspectors

Shirin White, Social Care Inspector
Peter Jackson, Social Care Inspector

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