

Children's homes – Interim inspection

Inspection date	04/01/2017
Unique reference number	1222089
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Platinum Services for Children (Residential Care) Ltd
Registered provider address	2 Sheriffs Orchard, Coventry, West Midlands CV1 3PP

Responsible individual	Leonard Pattinson
Registered manager	Wayne Barker
Inspector	Louise Whittle

Inspection date	04/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged good at the full inspection. At this interim inspection Ofsted judged that it has sustained effectiveness.</p> <p>The home is welcoming, comfortable and well maintained, and young people have personalised their rooms. Redecoration of the door and corridor leading to the staff office would make that part of the home feel more homely. Young people benefit from developing trusting relationships with the dedicated and supportive staff. They say that they feel cared for and listened to and trust staff to support them with their future plans. Young people are aware of how to complain and are confident that staff and the registered manager will effectively address concerns with them. Energetic staff encourage young people to engage in sports and in a range of activities like fishing and go-karting, to have fun and to support their physical and emotional well-being and social development.</p> <p>Young people make progress in attending education, behaviour, managing emotions, engaging with therapy, personal hygiene and independence skills. One young person confirmed that he has become much better at controlling his anger since he came here, because of support from staff. He said that the staff and the registered manager are 'sound' and that he would like to stay here until he moves on to independence.</p> <p>At times, personal issues or the lack of an education placement have disrupted a young person's motivation to progress. Committed staff work closely with the local authority, virtual head, schools and colleges to identify suitable education placements for the young people. A recent lack of education for some of the young people has led to an increase in incidents within the home. The registered manager has not always sufficiently challenged placing authorities to ensure that young people have an education placement, and he could be more effective in escalating his concerns.</p> <p>Highly skilled and sensitive staff continue to support young people to address their personal issues in key-work sessions and in therapy. When young people leave the placement, dedicated staff continue to offer support in the way of visits and telephone calls.</p> <p>Young people say that they feel safe here and that they engage in work with staff</p>	

to learn to keep themselves safe. When young people go missing or absent without permission, staff keep in touch with them via social media, ensuring that young people are safe and well and persuading them to return to the home. The registered manager regularly reviews the detailed and thorough risk assessments and behaviour management plans, which inform staff of the safeguarding needs of each young person. This enables staff to respond appropriately and rapidly to incidents and concerns. Staff are particularly skilled at identifying child sexual exploitation risks. They work very closely with the local police and gather and record intelligence to ensure that they are always aware of anyone in the area with a history of grooming young people.

Since the last inspection, staff have faced a number of challenging situations, involving aggression from young people, and have been successful in avoiding the excessive use of physical interventions by de-escalating situations. Staff use restraints only as a last resort to prevent injury to young people or staff.

Staff and the registered manager work very effectively with a range of professionals, including social workers, the police and education and health services to improve the experience and progress of young people. Staff have invited both the fire and the police services to come to the home, to provide training for the young people, which the young people found interesting and informative.

Family members and professionals are impressed with the communication that they receive, and social workers praise the in-depth weekly reports that staff provide regarding each young person. They also praise the team's hard work and dedication. The independent reviewing officer for one young person commented, 'Staff are very committed to the young person and are doing an excellent job, trying very hard to engage him and plan for his future.' A parent stated, 'Staff cared for him very well. They kept him safe, the best they could. They were absolutely great.'

Staff value highly the support and guidance of the registered manager. Staff supervision is regular and challenging and includes scenarios that encourage reflection and learning. Staff feel well trained and found recent training on child sexual exploitation, self-harm and safeguarding very helpful. The registered manager ensures that paperwork is thorough. He seeks feedback from staff, young people, families and professionals and is enthusiastic about internal quality assurance and reports from the independent visitor, which can help him to drive up standards.

The registered manager has responded positively to recommendations made at the last inspection. He now ensures that he has sufficient information from local authorities to make effective assessments of the suitability of the placement for a young person. The registered manager, who is still new to the role, acknowledges that he is learning all the time. He is making very positive progress.

Information about this children's home

This privately owned children's home is registered to provide care for up to four young people who have emotional and behavioural difficulties. The home was first registered in February 2016.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2016	Full	Good

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) the Care Standards Act 2000, the 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
<p>5: Engaging with the wider system to ensure that children’s needs are met:</p> <p>In order to meet the engaging with the wider system standard the registered person must ensure that:</p> <p>(c) if the registered person considers, or staff consider, a placing authority’s or a relevant person’s performance or response to be inadequate in relation to their role, they challenge the placing authority or the relevant person to seek to ensure that each child’s needs are met in accordance with the child’s relevant plans.</p>	<p>27/02/2017</p>

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition, the inspectors 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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