

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>18/01/2017</b>
<b>Unique reference number</b>	<b>1214266</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Platform Childcare Ltd</b>
<b>Registered provider address</b>	<b>Suite 23, Anglesey House, Anglesey Business Park, Burton On Trent DE14 3NT</b>

<b>Responsible individual</b>	<b>Zamir Lal</b>
<b>Registered manager</b>	<b>Andrea Spurr</b>
<b>Inspector</b>	<b>Tracy Murty</b>

<b>Inspection date</b>	<b>18/01/2017</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>sustained effectiveness</b>.</p> <p>Young people continue to make good progress in all areas of their lives during their time living in this home. Staff and managers work closely and positively with involved agencies to ensure that the needs of young people are met. This is particularly evident in relation to ensuring that all young people have educational provisions in place. One placing social worker praised the manager and staff for their dedication and commitment to supporting the educational needs of a young person stating: 'They have been brilliant. Attended all meetings, shared information and been a strong advocate for my young person. I cannot fault them.' Attendance and engagement in education are very good and reflect the learning ethos and culture within this home.</p> <p>Young people feel safe living in this home and report confidence in being able to approach staff and managers with any concerns or issues that they may have. Young people regularly take part in 'chill meetings' with staff in which they are able to discuss a wide range of issues relating to the care and support that they receive. Young people contribute to menu and activity planning each week and feel that their wishes, views and feelings are taken seriously and are responded to. They feel confident in knowing how to make a complaint. The registered manager responds quickly and very comprehensively to any formal complaints made by young people or others. Records reflect prompt action being taken and young people being provided with detailed responses by managers. This promotes a sense of confidence in young people and in their wishes, views and feelings being fully considered at all times in this home.</p> <p>Young people feel supported to consider and identify new social activities. This promotes their sense of belonging and engagement in the local and wider community. This is achieved through their engagement in such activities as local football clubs, Girl Guides and performing arts groups. It is clear that young people feel proud of their achievements and that they grow in confidence as a result of such positive opportunities.</p> <p>Staff and managers respond very well to the diverse cultural needs of young people. They provide for specific dietary needs, support religious and spiritual</p>	

needs and ensure that young people have any specialist skin or hair care products that they may need. This reflects their commitment to ensuring that young people's unique and diverse needs are known and met.

Staff feel well supported by the highly experienced, qualified and competent registered manager. They have access to a wide range of training and development opportunities and receive a detailed and thorough induction on starting work at this home. The manager has excellent systems in place for monitoring and overseeing all aspects of how the home is run and the care provided to young people. Research-informed practice underpins the care and support provided to young people by staff. Staff and managers undertake emotional resilience assessments and formulate plans for each young person following their admission to the home. Such plans are then monitored and reviewed on a regular basis and shared with placing authorities. This enables staff and managers to score and monitor each young person's progress in a range of areas over time.

Physical restraint is only used by staff when other methods and de-escalation techniques have been unsuccessful with young people. Records reflect the competence and skill of staff in supporting young people when they pose a risk to themselves or others. Staff carry out post-restraint interviews with young people to consider their views and feelings. Managers oversee the use of restraint and monitor and track its use. Plans and risk assessments are then reviewed and updated to reflect any changes needed.

When a young person goes missing from care, staff act promptly and diligently to ensure their quick and safe return. Records reflect close and positive partnership working with placing authorities and the local police. Managers ensure that return interviews are requested and undertaken as soon as possible following the safe return of a young person. Managers also regularly monitor and analyse incident reports and records to consider any patterns or potential triggers for young people, and act on such information accordingly.

The registered manager considers all potential new placements carefully and how she and her staff team can meet the complex needs of young people. Whenever possible, young people have been invited to visit the home before moving in. Managers and staff have also supported young people and previous carers to ensure a smooth transition to this home. This reflects their sensitivity and commitment to ensuring that needs can and will be met. When placements have ended, the manager has worked closely with placing authorities to ensure that relevant young people have as smooth a transition from this home as possible.

One requirement was made as a result of the last inspection. The statement of purpose for the home now clearly states the staffing, qualifications and experience. No shortfalls were identified as a result of this inspection.

## Information about this children's home

This privately owned and run children's home provides care and accommodation for up to four children and young people who have emotional and/or behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2016	Full	Good



## **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 have 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 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.

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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2017