

# 1245980

Registered provider: Priory Education Services Limited 06244880

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is part of a private organisation and is registered to accommodate up to six young people who have emotional and/or behavioural difficulties.

**Inspection date:** 26 February 2018

**Judgement at last inspection:** good

**Date of last inspection:** 30 August 2017

**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**

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

The statutory requirements from the last inspection in August 2017 are met. Young people are now protected with sound procedures for the safe storage, administration and recording of medication. Young people's case files now contain all the required information.

Some risk assessment documentation includes extensive chronologies and this deflects from the guidance and action planning that is set out to protect young people. A recommendation is raised to review these documents to ensure that the information is easily understood.

Young people continue to make progress. The majority of young people have education placements. The registered manager is currently working with local education services to

find a new placement for a recently excluded young person. This young person continues to receive educational support from staff in the interim period. One young person is making progress in her English and mathematics qualifications. Attending college and completing work experience gives this young person a good sense of achievement and insight into the world of employment. Staff also work in partnership with school staff to set out incentive plans to encourage and improve school attendance, punctuality and behaviour. Partnership working has been effective in supporting one young person to take his medication so that he can concentrate better in school.

Young people's safety is held in high priority with excellent partnership working with the police. The registered manager and staff liaise closely with the police in attempts to tackle drug dealing, going missing from care and supporting young people with significant self-injurious behaviours. Agreed safeguarding protocols are well implemented by staff and staff practice shows unquestionable support to the young people in their care. A police officer states, 'Staff are very good at understanding the make-up of the children, understanding the risk and trying to work with this. Staff do a really good job and they really care. They are out in their cars and walking to look for young people. The staff go above and beyond.'

Bespoke risk management and going missing from care protocols address each individual young person's vulnerability. For example, staff provide robust and sensitive support to young people who have self-injurious behaviours. Staff are ever vigilant and provide effective levels of supervision to keep young people safe. Relationship building is crucial to lending emotional support to young people and helping them to develop resilience. Staff have good insight into the needs of young people due to close partnership working with parents, social workers and support agencies.

Parents have a positive view of the quality of care provided and levels of safeguarding in the home. Their comments include, 'They support her and keep her very safe – as much as they can,' and 'They really care about her. They are fair and consistent.'

Young people's concerns and complaints are managed effectively as the registered manager takes time to listen to young people's views. The registered manager is prompt in taking action to address concerns about staff practice and to protect both staff and young people while investigations take place. Positive partnership working by the registered manager has enabled one young person to work together with his social worker and staff to resolve concerns and rebuild positive relationships with staff in the home.

Young people are protected from bullying because the registered manager and staff acknowledge and act on the current dynamics of the group of young people living at the home. Young people value their relationships with staff. Young people say that they can talk about their worries and the registered manager is good at sorting things out when young people fall out with each other.

The registered manager has extensive managerial experience and a suitable level 4 qualification in management. Leadership is strong. Managers and staff show insight into

and empathy for the challenges faced by young people. Booklets about modern slavery and mental health are direct results of work with young people. This information is also used to heighten awareness for other young people and professionals.

Improvements are well considered and planned for. The registered manager sets clear goals in the home's development plan and works with staff and the young people to achieve these.

The registered manager has a clear understanding of his monitoring responsibilities. The management team's robust auditing can be evidenced in the independent visitor's monitoring reports, which are positive and recommendations are few.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/08/2017	Full	Good

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

### Recommendations

- Keep all children's case records up to date. This is with particular regard to streamlining risk assessments in order to prioritise the most up-to-date risk management information and guidance for staff. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

## 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.

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.

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:** 1245980

**Provision sub-type:** Children's home

**Registered provider:** Priory Education Services Limited 06244880

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

**Responsible individual:** Shelley Whiting

**Registered manager:** Junior Patterson

## Inspector

Elaine Cray, social care inspector

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