

# 1258386

Registered provider: Parkview Care (Broadstairs) Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is registered to provide care and accommodation for up to three children who have emotional and/or behavioural difficulties. The home is operated by a private organisation and opened recently.

**Inspection dates:** 22 to 23 March 2018

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      requires improvement to be good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Key findings from this inspection

This children's home is good because:

- The staff help the child to reduce behaviour that previously placed them at risk of serious harm.
- The staff provide the child with a safe and stable environment. They identify and respond to the child's individual needs so that the child develops positive relationships and trust in the adults who care for him.
- The child's views and opinions are valued. Concerns raised by the child and formalised as complaints are responded to appropriately with sensitivity.
- The staff support the child to maintain positive family relationships.

The children's home's areas for development:

- Management of the home has not been strong. Insufficient and inconsistent monitoring is not promoting continuous improvement.
- Not all serious incidents that required police involvement have been appropriately notified to Ofsted.
- Some risk assessments contain inaccurate information. The staff do not always respond effectively to known triggers that can result in a child displaying negative behaviour.
- It is not clear how the staff respond to the children's comments and opinions voiced in meetings.

## 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 registered person must notify HMCI and each other relevant person without delay if - an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious. (Regulation 40 (4)(b))	01/06/2018
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 - use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b) and (2)(h))	01/06/2018

### Recommendations

- Staff should continually and actively assess the risks to each child and ensure that risk assessments are accurate. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.5)
- Staff should have the skills to respond to each child's individual behaviour. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.14)  
In particular, staff should ensure that they take into account and respond appropriately to known triggers for each child's behaviour.
- Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards', page 22 paragraph 4.11)

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home provides a safe and stable environment in which the child is experiencing a sense of protection and trust in the staff providing his care. A social worker commented that, 'It is a positive placement and the child has been happy there.'

The staff have been effective in supporting the child's education. Despite previous non-attendance at school, since living at the home the child has been attending school regularly and engaging in education. The child remarked that, 'School is really good. I enjoy it. It's more interesting.'

The staff identify the child's specific health needs and promote a healthy lifestyle. The child participates in a range of positive activities. The staff try hard to ensure that the child is appropriately engaged, active and able to pursue his individual interests.

The staff value the child's views and opinions. When there is more than one child living at the home, regular children's meetings are held to obtain their views. From the records it is not clear how staff respond to the children's comments and opinions. Individual key-work sessions provide opportunities for the child to raise concerns and make suggestions relating to his day-to-day care. Some concerns are formalised as complaints, and these are responded to and dealt with appropriately and sensitively.

The staff are helpful and flexible in supporting contact arrangements for the child to meet family members and maintain positive and meaningful relationships.

### **How well children and young people are helped and protected: good**

Placement plans and risk assessments clearly identify the child's individual needs and the staff support necessary to keep the child safe. High staffing levels enable the child to have close supervision to reduce the known risks related to historical behaviour. The staff have been successful in helping the child reduce the number of times he leaves the home without permission. A social worker commented that the child, 'has been much safer since being at this home'.

Protecting the child living at the home is central to the staff's practice. Through developing positive relationships and responding to the child's specific needs, the staff create a nurturing, caring and safe environment with routines and boundaries.

Detailed guidance for the staff in relation to behaviour management supports the child. Managers monitor incidents and follow up with discussions with the child. In most cases risk assessments are updated following an incident, but some risk assessments contain inaccurate information. The staff do not always respond effectively to known triggers that can result in a child displaying negative behaviour.

Comprehensive guidance is available for the staff in the event of a child being missing from the home. These procedures safeguard the child and take account of the potential risk of sexual exploitation.

The staff undertake a wide range of training in relation to safeguarding matters. Their appreciation of the risks children face increases their vigilance in identifying potential danger and implementing measures to protect them.

### **The effectiveness of leaders and managers: requires improvement to be good**

The home recently opened with a manager registered with Ofsted. However, he is no longer in post. The home is currently being managed by the deputy manager, with support from other children's homes' managers in the organisation.

Effective monitoring by the independent visitor and the organisation's auditing process have identified shortfalls that are being addressed. There is a clear focus on improving the quality of care provided for the children.

Initially, the staff were not receiving an appropriate level of support, direction and guidance to develop their competence and confidence in their roles. This has now improved. The staff are now receiving more regular supervision. The staff have undertaken a broad range of training to ensure that they are equipped with the knowledge to support the children and keep them safe.

The management of the home has not been strong. There has been insufficient monitoring by the registered manager to oversee reports and records to ensure that the children are receiving high quality care. Evaluation of incidents has been inconsistent, and there has been a lack of attention to identify patterns and trends to inform behaviour management strategies. Not all serious incidents that required police involvement have been appropriately notified to Ofsted.

Comments from a social worker are positive. Communication is good and the information she receives is helpful in contributing to the long-term planning for the child.

## 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.

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:** 1258386

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

**Registered provider:** Parkview Care (Broadstairs) Limited

**Registered provider address:** Suite 56, The Brentano Suite, Solar House, 915 High Road, London N12 8QJ

**Responsible individual:** Harry Deering

**Registered manager:** Post vacant

## Inspector

Jan Hunnam, social care inspector

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