

1258386

Registered provider: Parkview Care (Broadstairs) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company which operates a number of similar homes. It is registered to accommodate up to three children. The company also has a school which children may attend.

The home's registered manager left in March 2018 and the recently appointed manager has applied to register with Ofsted.

Inspection dates: 21 to 22 June 2018

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

The effectiveness of leaders and managers **inadequate**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 22 March 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2018	Full	Good

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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; and</p> <p>help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b)(2)(a)(b)(iv)(v))</p>	27/07/2018
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p>	27/07/2018

<p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally; and</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1)(2)(a)(i)(ii)(iii)(iv)(v)(viii))</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(v)(vii))</p>	<p>27/07/2018</p>

<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child; and</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(d)(e))</p>	<p>27/07/2018</p>
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b)(2)(a))</p>	<p>27/07/2018</p>

Recommendations

- The registered person should ensure that children are provided with nutritious meals suitable for each child's needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.8)
- Staff should provide a nurturing environment that is welcoming, supportive and which provides appropriate boundaries in relation to their behaviour. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Poor preparation before children move into the home means that staff do not have in place plans to engage and support children. The child currently at the home is not making satisfactory progress.

Staff have failed to address his non-attendance at school and have not explored his reasons for refusing. This means that the child is falling further behind at a key stage of his statutory education.

Routines and activities which would support the child to attend school and to engage with staff have not been established in practice. Staff have failed to review and amend these plans to improve their effectiveness. Plans for the care of the child are not clear and targeted. This makes it difficult for staff to work together and focus on key areas of need or to measure the progress that he is making. Staff have yet to establish and implement boundaries in relation to expected behaviours. This hinders the child's progress and fails to address issues that have previously led to risk-taking activities.

Staff are unsure about how to address with the child that his bedroom is cluttered and uncleaned. There are no clear plans in place to improve conditions. This undermines his feelings of belonging and being valued.

The attitude of the staff team towards the child is positive and some staff have succeeded in engaging him in constructive activities and are slowly developing a relationship with him.

The rural setting of the home and the well-kept, spacious garden provide a peaceful environment. The general facilities in the home are good and adequately maintained. However, the home is lacking in those personalised items and decorations normally associated with a family home that contribute to a sense of belonging.

How well children and young people are helped and protected: requires improvement to be good

The key needs of the child and any associated risks were not adequately understood before he moved in. This has resulted in ineffective plans to support him and to keep him safe. Some key areas of risk have been overlooked, leaving the child vulnerable. The plans in place are unclear and ineffective in guiding staff. Staff give inconsistent responses to incidents and behaviours, which does not help the child to build trusting relationships with all staff.

The staff team is tolerating behaviours associated with potential risk of harm, such as private mobile phone use and smoking in his bedroom. Staff have not considered how the child's behaviours leave him vulnerable to exploitation. These failures elevate the levels of risk for the child.

However, staff members interviewed and observed were alert and attentive to the child and expressed a commitment to providing him with care and protection. The child enjoys the company of some staff. He has adhered to the conditions of court ordered curfew and has not attempted to go missing from the home.

No unaddressed environmental hazards were identified and health and safety checks for the home are being completed on schedule.

The effectiveness of leaders and managers: inadequate

Interim management arrangements have been in place since the registered manager left in March 2018. During this inspection period, the home became inoperative for a period of approximately 10 weeks until the current child moved in. At the time of inspection, a newly appointed manager was about to take over the running of the home.

Leaders and managers agreed to offer the child a place before his needs were fully understood. No assessment of the staff's knowledge and experience to meet these needs was completed before or since his arrival. Leaders and managers have not ensured that significant information was obtained from other agencies. Therefore, plans do not address all known risks or have clear targets.

A lack of effective leadership has left staff being unsure about how to respond to situations and to the behaviours of the child. A poor standard of planning has meant that staff have not been able to work together as a team to provide the child with consistent and appropriate care.

The interim manager has not monitored the child's progress or developed strategies that will improve his quality of care. Care practice shortfalls have not been identified and addressed by senior managers.

A failure in the wider leadership team to provide effective support to the interim manager has contributed to the identified failures and shortfalls in providing the child with a good quality of care.

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, North Finchley, London N12 8QJ

Responsible individual: Harry Deering

Registered manager: Post vacant

Inspector:

John Pledger: social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

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