

# 1264286

Registered provider: Platform Childcare Limited

Interim inspection

Inspected under the social care common inspection framework

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

The home provides care and accommodation for up to four children who present with challenging complex behaviours. The manager was registered with Ofsted in November 2018.

**Inspection date:** 12 December 2018

**Judgement at last inspection:** requires improvement to be good

**Date of last inspection:** 14 May 2018

**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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the last inspection, eight requirements and five recommendations were set. The home's new manager has addressed five of these requirements and all five of the recommendations. Three of the requirements have been reset and three further requirements have been set at this inspection.

Although currently calm, the home has been through an unsettled period. There has been a high number of incidents and physical interventions. Several of these incidents have resulted in staff sustaining a significant number of injuries, some of which required hospital attention. On occasions, children also sustained injuries during the interventions. These incidents are recorded. However, the manager has not robustly reviewed each incident record to assess the effectiveness of the strategies implemented. Debriefings with the staff are not clearly recorded, and there is no formal review or action plan

following the incidents. This does not demonstrate effective management oversight.

Several of the incidents since the last inspection are considered by inspectors as significant events. For example, a child, while missing from the home, was located intoxicated, self-harming and requiring hospital treatment. No notification was made to Ofsted. Lack of notification to Ofsted of significant events prevents Ofsted from being able to monitor the home and the action taken to ensure children's safety.

The statement of purpose has been updated to reflect changes in practice. Recent amendments have resulted in updates to the staffing arrangements. However, this version of the document was not submitted to Ofsted as required by regulation.

The children have difficulties in engaging with education. Limited progress has been achieved in this area. One child received school work to undertake at the home, which was supported by the staff. However, other children have engaged in no meaningful educational activity. The requirement is restated.

The fire risk assessment was updated following the last inspection, but it has not been updated recently. The risk assessment states that the home has a no-smoking policy on the premises. However, children who smoke have been permitted to do so in the enclosed garden area. The risk assessment contains no information about a recent incident involving a child using a toaster to ignite a cigarette. Thus, there is a failure to record any actions required to reduce the risks identified.

The newly registered manager, along with a relatively new staff team, is in the process of making improvements to the home and practice. Records show that some positive relationships between staff and children have been established. However, the statement of purpose is not fully embedded into practice at this time.

The home has recently been refurbished to a high standard. The decor, furniture, pictures and accessories give a homely atmosphere for the children to enjoy. Each child now has a lockable cabinet in their bedroom. This enables the children to securely store their personal items. A new cordless phone has replaced the previously broken phone, so that the children can make calls in private if this is in line with their care plans.

The manager has ensured that each child has access to activities both in and outside of the home. The home now has a selection of DVDs and a games console for the children to use. Individual hobbies such as swimming and fishing have been supported and encouraged.

The children's individual behaviour management and risk assessment documents are now updated regularly. This means that staff have clear guidance on how to respond consistently to individuals' behaviour.

External monitoring of the home has improved. The independent person provides the manager with a monthly report that gives their opinion of the home's effectiveness of safeguarding the children.

Children’s meetings are held regularly, and the manager also holds a monthly meeting with the children. The children’s views are sought, and realistic wishes and requests are followed through. During these meetings, the menus for the week are planned. Children are encouraged to eat healthy meals, and the menus now reflect children’s individual dietary likes and requirements.

There have been significant changes to the staffing since the last inspection. The present team is committed to improving the service. The new manager has made improvements to safe recruitment practice at the home. Previously, the manager interviewed staff independently. Now, the manager and the responsible individual conduct all interviews together.

The home accepts emergency admissions. The manager aims to ensure that he is present at each child’s admission. However, should a child arrive when the manager is not present, suitably skilled and experienced staff are available to admit a child.

Two of the children present at the last inspection have now moved on. Three children have moved in, and two of these children have recently left. One placement was ended by the provider. The other child returned to live with their family. Transitions, when possible, have been planned and supported well. There is currently only one child, who arrived very recently, in placement. This child said, ‘I’m really glad to be here. Staff have made me feel so welcome.’

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2018	Full	Requires improvement to be 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 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— that staff—</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)(viii))</p> <p>In particular, children should be supported to sustain or regain their confidence in education and be engaged in a daily routine with suitable structured activities.</p>	01/02/2019
<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. (Regulation 13 (1)(a)(b)(2)(a))</p>	01/02/2019
<p>The registered person must— keep the statement of purpose under review and, where appropriate, revise it and notify HMCI of any revisions and send</p>	18/01/2019

<p>HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p>	
<p>If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p>	<p>18/01/2019</p>
<p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>details of any methods used, or steps taken to avoid the need to use the measure;</p> <p>the effectiveness and any consequences of the use of the measure;</p> <p>and within 48 hours of the use of the measure, the registered person, or a person who is authorised to do so (“the authorised person”)—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate. (Regulation 35 (2)(3)(a)(ii)(v)(vii)(b)(i)(ii))</p>	<p>25/01/2019</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p>	<p>18/01/2019</p>

## 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:** 1264286

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

**Registered provider:** Platform Childcare Limited

**Registered provider address:** Suite 32, Anglesey Business Centre, Anglesey Road, Burton-on-Trent DE14 3NT

**Responsible individual:** Zamir Lal

**Registered manager:** Levi Taylor

## Inspectors

Lynne Drage: social care inspector

Debbie Young: social care inspector

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