

1226757

Registered provider: Potton Homes Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is operated by a private company that also operates two other children's homes and a school. It is registered to care for up to three children who have learning disabilities.

The suitably qualified and experienced registered manager has been in post since February 2018.

Inspection date: 15 January 2019

Judgement at last inspection: good

Date of last inspection: 4 June 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 good at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

The home continues to provide a good level of individualised care and support to the children who live there. The home is well managed. The manager has ensured that the one requirement and most of the four recommendations set at the previous inspection have been met.

Admissions are carefully considered and well planned. Therefore, the children enjoy a stable environment in which they flourish. The children all make progress from their starting points in relation to their confidence, communication and social behaviours. For

example, one child can now ask for some space rather than become violent when social situations overwhelm them. As a result, this child experiences improved relationships with staff and peers and is enabled to participate more easily in community-based activities. It also means that the child no longer experiences their previous level of distress at having hurt someone.

The staff provide highly individualised care that meets the children's needs. A parent said, 'It's a brilliant home where the staff really care for him. He seems a different child.' A social worker said, 'He will giggle, and play games with them. I've never seen that before. I can't fault them. It's a breath of fresh air.'

The staff follow each child's individual protocols when children go missing. On two occasions, a child has gone missing while out on an activity or at school. On both occasions, the child immediately made their way home. This shows that the child feels that their home is a place of sanctuary when they are under pressure.

The staff are suitably trained in the use of physical intervention and de-escalation techniques. Physical intervention is only used when a child presents a significant risk to themselves or others. The manager reviews all of the records of incidents of restraint. However, on one occasion, the manager also reviewed a record of a restraint in which they were involved. Self-review of restraint practice limits transparent challenge and effective reflection.

Local authorities' education arrangements for their children have been poor. One child has just started school, and another has yet to have suitable education arrangements identified for them. Both children moved into the home over four months ago. In the interim, the staff support the children to develop their literacy, numeracy and life skills through targeted educational activity and disguised learning. The manager continues to strongly challenge the local authorities about the poor education arrangements. A social worker described the manager as having 'rightly been a thorn in my side'.

The children enjoy good-quality accommodation, as the home is now well decorated and maintained.

The staff ensure that children's files are maintained to a satisfactory standard with clear recording. However, forms that provide the required parental consent for staff to give medication and medical treatment are not in place for one child. This does not protect the staff or the child.

The staff work extremely well in partnership with the children, their families and social workers. The children feel safe, secure and valued because of the very positive relationships that the staff build with them. A parent said, 'He [the child] absolutely loves them. He is always chatting about staff.' A child said, 'I love it here.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2018	Full	Good
15/05/2017	Full	Requires improvement to be good
02/12/2016	Interim	Sustained effectiveness
20/07/2016	Full	Good

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

Recommendations

- Each child should have permission for staff to administer first aid and non-prescription medication from a person with parental responsibility for them recorded in their relevant plan. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.14)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36)

In particular, when the manager undertakes a restraint, ensure that an independent review of that restraint is carried out by a senior manager.

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: 1226757

Provision sub-type: Children's home

Registered provider: Potton Homes Limited

Registered provider address: Potton Homes, 1 Cresswell Park, Blackheath, London SE3 9RD

Responsible individual: Susan Potton

Registered manager: David Whitty

Inspector

Joanna Heller: social care inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding 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 1231, or email 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 <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.

This publication is available at <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
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019