

1222089

Registered provider: Platinum Services for Children (Residential Care) Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home cares for up to four children. It is one of four homes within an independent organisation, caring for children who display challenging behaviours and supporting their emotional needs.

Inspection date: 19 March 2019

Judgement at last inspection: good

Date of last inspection: 12 July 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 sustained effectiveness.

Young people have enjoyed a settled period at the home, with no young people moving into or out of the home since the last inspection.

Young people develop positive, trusting relationships with committed staff and say that they are happy. One young person said that staff are 'fun and helpful' and another, 'They just get me and understand why I get cross about stuff'. Positive relationships enable young people to feel cared about and valued.

Staff support young people well and, as a result, young people make good progress. All young people now attend school daily, with some travelling there independently. Additional tutoring enhances young people's learning and enables them to catch up with their peers.

Young people attend a range of leisure activities, including sports, camps away, uniformed organisations and singing. One young person won a singing competition and was rightly proud of their achievement. These activities help young people to develop their confidence and self-esteem.

Detailed written plans provide staff with clear information about young people's histories and needs. Staff provide young people with consistently good-quality care in line with these plans. In addition, comprehensive risk assessments help staff to understand and manage young people's behaviours well.

The registered manager is child focused and advocates strongly for young people to ensure that they receive the services that they need. For example, he successfully challenged a local authority's arrangements for funding a young person's therapy.

Committed staff always look for ways to improve the quality of care that they provide to young people. Effective internal and external monthly monitoring enables managers and staff to identify and address issues promptly.

Staff respond well to young people's challenging behaviours using a range of de-escalation techniques. As a result, they use restraint rarely and always only as a last resort to keep young people safe. The registered manager debriefs staff to encourage and enable them to reflect on the effectiveness of each restraint. As a result, staff think about how they could manage future incidents differently to try to further reduce restraint incidents.

No young people have been missing from the home, and no complaints have been made since the last inspection. The registered manager and staff respond promptly to bullying concerns. They meet with young people to look at how bullying incidents make young people feel and the potential consequences of this behaviour.

When concerns arise about young people's safety, staff share information swiftly with relevant professionals to ensure that there is a coordinated response. Good collaborative working promotes both young people's welfare and safety and that of others. For example, staff invited the fire service in to talk to a young person about fire safety and the potential consequences of lighting fires.

Working with other agencies, including education, local authorities and therapeutic services, is a strength of this service. One education professional said that they were 'really impressed by the staff', highlighting 'brilliant communication' to support a young person.

The registered manager supports staff well through regular supervision and annual appraisals. This enables the staff to examine their own practice and develop better ways to improve the outcomes for the young people.

Two requirements raised at the last inspection have been met. The registered manager now monitors the use of sanctions promptly and keeps clear and detailed records of any

safeguarding concerns.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/2018	Full	Good
30/08/2017	Full	Requires improvement to be good
04/01/2017	Interim	Sustained effectiveness
27/04/2016	Full	Good

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 difference 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: 1222089

Provision sub-type: Children's home

Registered provider: Platinum Services for Children (Residential Care) Ltd

Registered provider address: 2 Sheriffs Orchard, Coventry, Warwickshire CV1 3PP

Responsible individual: Leonard Pattinson

Registered manager: Wayne Barker

Inspector

Andrew Hewston, social care regulatory 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
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