

# 1274846

Registered provider: Parkview Care (Broadstairs) Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately owned home is registered to provide care for up to six children who have social and/or emotional difficulties. The manager has been managing the home since 29 April 2019. She has yet to apply for registration with Ofsted.

**Inspection dates:** 1 to 2 July 2019

**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 requires improvement to be good

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:** 14 November 2018

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
14/11/2018	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 quality and purpose of care standard is that children receive care from staff who—</p> <ul style="list-style-type: none"> <li>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</li> <li>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> <li>understand and apply the home’s statement of purpose;</li> <li>ensure that staff—               <ul style="list-style-type: none"> <li>understand and apply the home’s statement of purpose;</li> <li>protect and promote each child’s welfare;</li> <li>treat each child with dignity and respect;</li> </ul> </li> <li>provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; (Regulation 6(1)(a)(b)(2)(a)(b)(i)(ii)(iii)(iv))</li> </ul> <p>In particular, ensure that children’s ethnicity and cultural background are taken into account when considering the appropriateness of the child’s placement and in planning their care.</p>	31/07/2019
<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> <ul style="list-style-type: none"> <li>that staff—               <ul style="list-style-type: none"> <li>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. (Regulation 12(1)(2)(a)(i))</li> </ul> </li> </ul>	22/07/2019
<p>The protection of children standard is that children are</p>	15/07/2019

<p>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 the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12(1)(2)(b))</p> <p>In particular, ensure that compatibility impact risk assessments are accurate, evaluative and give comprehensive consideration to the potential impact that a placement at the home may have on the child being placed and the other children who already live at the home.</p>	
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(a)(b))</p>	31/08/2019
<p>The registered person must ensure that an independent person visits the children’s home at least once each month.</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44(1)(2)(a))</p>	31/08/2019

## Recommendations

- Staff should provide a nurturing and supportive environment that is homely. (‘Guide to the children’s homes regulations including the quality standards’, page 15, paragraph 3.9)

In particular, ensure that timely repairs are carried out when damage occurs.
- Staff need the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. The registered person should ensure that skills in safeguarding are gained, refreshed and recorded in the home’s workforce plan. (‘Guide to the children’s homes regulations including the quality standards’, page 43, paragraph 9.12)

In particular, ensure that staff receive training that provides them with the skills, knowledge and confidence to support children who self-harm and to manage the associated risks.
- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. (‘Guide to the children’s homes regulations including the quality standards’, page 45, paragraph

9.30)

- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)

In particular, ensure that reviews of physical interventions are thorough and consider the effectiveness as well as the appropriateness of the intervention.

- Both the arrangements for contact and any contact details (telephone numbers etc.) must be included in the placement plan agreed between the registered person and the child's placing authority and updated regularly. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.15)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.13)

In particular, ensure that notifications contain sufficient detail to enable Ofsted to assess the incident and the action taken.

## Inspection judgements

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

Since the last inspection, the registered manager and the responsible individual have left the organisation. Four of the seven children placed at the home have moved on after their placements broke down or notice was given. The home has now had two managers and three responsible individuals in the 12 months since it has been registered. A number of residential staff have left during this time. This has had an impact on the staff, their confidence and the consistency of practice for the children.

The management team undertakes impact assessments prior to children moving into the home. These offer little clarity on the rationale to accept children. In addition, it is unclear if actions identified as necessary have taken place.

When damage occurs at the home it is reported quickly. However, repairs are not always made in a timely manner. This leaves children living in a less than homely environment for too long.

Records relating to the contact that children have with their families lack clarity. Records do not make clear who children can meet with and who they cannot. As a result, staff are unclear about the arrangements. The children who currently live at the home are

developing good relationships with the staff. The children said that they can raise concerns with staff. Feedback from families and professionals is generally positive.

The children have made progress in their education. One child is attending full time having previously been out of education for nine months. Another child has been offered a place at a mainstream school.

The children have access to a variety of leisure opportunities. Two children have joined local clubs.

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

Records of risk assessments are poor. Case files held more than one version of risk assessments and some contained inaccuracies. Staff were unsure which version was the most up to date. Consequently, the staff were unsure which one should be followed.

Managers do not ensure that guidance and risk assessments in respect of children going missing from the home are clear. As a result, staff are uncertain of expectations and timescales for reporting children as missing. This does not result in quick and appropriate responses when children go missing.

When children go missing, the management team requests a return interview. However, managers do not then seek a record of the return interview. As a result, the return interview record is not held at the home and its content does not inform risk planning.

The staff have limited training in responding to self-injurious behaviour, even though children who self-harm live at the home. The online training provided was described by staff as having little value.

There have been few instances of physical interventions being used since the last inspection. However, managerial scrutiny of the records of incidents is not always strong enough. In one incident, the record noted that staff struggled to use the hold. This was not explored in the manager's review.

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

There have been staffing difficulties and managerial changes at the home. A new manager has recently been appointed. She is overseen by a new service manager. The staff report that these recent changes are having a positive effect. Staff spoke with confidence that the service was 'on the right steps'.

Managers have not ensured that some of the issues identified at the last inspection have been addressed. As a result, three requirements are restated. One previous recommendation has been escalated to a requirement.

Not all staff have received supervision at the frequency set out by the organisation. The deputy manager had not had supervision for three months. This is despite a period of significant management change and staffing difficulties. Lack of regular supervision means that staff are not provided with the necessary support and guidance and

opportunities for reflection.

An independent visitor goes to the home every month. These visits offer challenge. However, the visitor's reports do not include the views of professionals or families. Therefore, this important feedback is absent.

Managers notify Ofsted of serious incidents. However, the notifications do not always include enough information for Ofsted to form a view on the incidents or the effectiveness of managers' actions.

Recruitment records are good. A manager within the wider organisation oversees the process effectively.

## **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:** 1274846

**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:** Balwant Bhogal

**Registered manager:** Post vacant

## Inspector

Ashley Hinson, social care inspector



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