

SC1241836

Registered provider: Priory Education Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and run by an education specialist service provider. It is registered to care for up to seven children who have learning disabilities and focuses on caring for children who have complex needs that may include autism spectrum disorder and associated difficulties. The home is located within the provider's school campus.

The manager has been registered with Ofsted since January 2017.

Inspection dates: 4 to 5 February 2020

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: 25 March 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/03/2019	Full	Good
23/03/2018	Interim	Improved effectiveness
10/10/2017	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>Ensure that staff 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(2)(a)(i))</p> <p>Specifically, ensure that all risks to children are recorded, together with the risk reduction strategies.</p>	01/04/2020
<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</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(b)(2)(f)(h))</p>	01/04/2020
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))</p>	01/04/2020
<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>	01/04/2020
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>	01/04/2020
<p>The registered person must maintain records ("case records") for each child which—</p>	01/04/2020

include the information and documents listed in Schedule 3 in relation to each child;
are kept up to date; and
are signed and dated by the author of each entry.

Case records must be kept—
securely in the children's home during the period when the child to whom the case records relate is accommodated;
in a secure place after the child has ceased to be accommodated in the home.
(Regulation 36 (1)(a)(b)(c)(2)(c)(d))

Inspection judgements

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

The inspector identified shortfalls in the standard of practice relating to safeguarding the children, particularly in regards to fire safety. Therefore, an overall judgement of requires improvement has been made. However, these shortfalls have not resulted in children coming to significant harm. Many aspects of the day-to-day life at the home ensure that children have a positive experience.

There is no consistent reporting system to demonstrate the progress that the children are making or have made. In addition, there is no specific process to ensure that targets are reviewed once children have achieved them. One child's target had not been reviewed for two years. The manager identified this shortfall prior to the inspection and has devised a method to record children's progress; however, this was not being used.

Leaders and managers have not developed a specific programme to help children to achieve independence skills. The staff were not aware of opportunities to encourage life skills, such as children doing their own laundry.

Despite these shortfalls, some children have made progress. A social worker reports that, '[Name of child] has learned to manage his emotions...he has made steady progress.' Another child has a reward system in place and, as a result, is managing her self-care skills much better.

The staff have demonstrated sensitivity towards a child who is known to explore his gender identity. However, they have not had the relevant training to ensure they have the knowledge and understanding to best support him.

Staff prioritise the educational needs of the children. They work closely with the organisation's school, which the children attend, to ensure a consistent approach.

The children form positive relationships with staff. They participate in fun learning activities during children's meetings. The staff engage children in activities in the home and out in the community.

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

Shortfalls in the monitoring of the children's safety were found during this inspection. Electrical safety risks in a child's bedroom had not been identified. This was rectified during the inspection.

Not all risk factors are considered. The use of generic risk assessments for activities such as going to the gym does not give staff the necessary guidance. A child participating in this activity presented different behaviours depending on the staff member who accompanied them. A more planned and individualised approach would provide safer and more consistent care.

A risk to a child from a family member was discussed at the child's care planning meeting; however, there is no record of any guidance given to staff on how to manage this risk. While staff are aware of the measures to take, there is a risk that a new member of staff would not have this knowledge.

While there is some evidence of effective work being completed with children in children's meetings, this is not reinforced in the direct work with children. There is no evidence of safety messages being reinforced, for example regarding personal and road safety. There are some good examples of children being well prepared for health appointments through the use of social stories. This helps children to know what to expect.

Managers respond appropriately to disclosures made by children and consult with external professionals to agree actions to safeguard children. They advocate for children and ensure that they support safe contact with those who are important to the children. They ensure that children have the necessary assessments to inform their care plans and any support services needed.

The high level of supervision keeps the children safe from going missing or coming to harm while out in the community. There have been no episodes of children going missing since the last inspection.

The effectiveness of leaders and managers: inadequate

There have been serious shortfalls with regards to the responses to fire risk assessments. An external fire risk assessment completed on 18 March 2019 contained recommendations in relation to seven fire-door defects. These had not been addressed at the time of this inspection. In addition, there was a recommendation to check for issues regarding compartmentalisation. This was not completed until January 2020. It is of concern that there has been significant delay in responding to these

recommendations. In addition to these serious failings, there were additional concerns found in relation to the storage of paint.

During the inspection, confidential files, including safeguarding files, were being stored in a toilet. These files are therefore accessible to visitors to the home, and there is a risk of them being seen or taken.

Team meetings enable staff to share their knowledge and information about the children. However, staff have not had regular supervision. Staff do not have regular protected time with the registered manager, or other appropriately experienced senior members of staff, to share any concerns or to reflect and receive feedback on their practice.

Leaders and managers have not demonstrated the capacity to raise the standard of care being provided. The manager could not evidence how she had met the requirement in relation to recording all risks to a child, together with the risk reduction strategies. There have been further failures identified in this inspection. This requirement is repeated.

There is inconsistent recording of children's placement plans, personal profiles and care planning records. While some children's records have been reviewed, others are incomplete. There is therefore a risk of staff not being aware of how to meet children's needs.

Leaders and managers have failed to adequately monitor the home and identify all the weaknesses found. However, they have recognised some of the shortfalls and action has been taken to rectify these.

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: 1241836

Provision sub-type: Children's home

Registered provider: Priory Education Services Limited

Registered provider address: Fifth Floor, 80 Hammersmith Road, London W14 8UD

Responsible individual: Hannah Cox

Registered manager: Kathleen Bridge

Inspector

Suzy Lemmy, social care inspector

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