

1258386

Registered provider: Parkview Care (Broadstairs) Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company which runs several similar homes. It is registered to accommodate up to three children who exhibit social, emotional and behavioural difficulties. The statement of purpose for the home states that the home cares for children between the ages of eight to 17 years.

The home has been without a registered manager since 7 November 2019. A new manager is in post who has made an application to Ofsted to register.

Inspection date: 20 February 2020

Date of last inspection: 17 December 2019

Judgement at last inspection: requires improvement to be good

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 declined in effectiveness.

This interim inspection was brought forward due to concerns about placement matching and a rise in the number of significant incidents. The timing of this inspection meant that the date for compliance with the previous requirements at the full inspection had not passed. Four of these requirements are restated in this report.

The home's manager has been absent from the setting for a significant period since the last inspection. The interim management arrangements have been confusing, with two managers from other parts of the organisation and a deputy manager present in the home. It is unclear who has had responsibility for the overall management of the home during this time. There is no clear professional development plan for the deputy manager.

Children have not had a good experience since the last inspection. There has been a significant increase in the number of incidents between children, including bullying, altercations and damage to their personal items. Consequently, there has been a breakdown of one placement at short notice. The home is not operating within the aims and objectives of its statement of purpose. The previous requirements made at the full inspection are still relevant. These relate to care planning, revising the statement of purpose, providing personalised care and promoting positive relationships. Placement matching requires considerable thought and improvement so that children can have a positive experience of living in this home.

Managers in the home have demonstrated poor safeguarding practice. There have been unexplainable delays in notifying other safeguarding professionals of allegations and when conducting an internal investigation talking to witnesses. In one case, a member of staff continued to work with a child even though an allegation had been made about the staff member. In another case, there was insufficient consideration as to why a child would make the statement that they had made. Leaders and managers failed to notify Ofsted of a serious safeguarding allegation. In some risk assessments, staff have identified the control measures to reduce risk but have not applied these in practice.

The home's manager has ensured that staff have had further training in autism spectrum disorders. All staff, including the registered manager, have yet to embed this learning into practice. Staff responses have caused some incidents to escalate that have resulted in physical restraints, injury and unnecessary police involvement.

An independent visitor provides a comprehensive report on the running of the home, identifying the pertinent issues and making clear recommendations to aid

compliance with the regulations. The management team does not always carry out these recommendations, and its reasons are not always clear.

On some occasions, children are not allowed to access certain parts of their home without good cause, such as their bedroom or kitchen. When staff have excluded them from these areas this has escalated negative behaviour.

The home's manager reviews any physical interventions to make sure that they are proportionate and appropriate. He ensures that there is a debrief with the staff and child involved. However, the responsible individual does not review the interventions that the home's manager has been directly involved with. She has not held him to account for the shortfalls in responding to the independent visitor's report. Some other professionals speak negatively of the responsible individual's engagement with them and willingness to learn so that outcomes for children can be improved.

The home's manager has ensured that any learning from internal safeguarding investigations is carried out. For example, a behaviour support plan has been reviewed and a safety plan agreed with the placing social worker.

There has been some learning from incidents. For example, recently, a manager has developed guidance around managing behaviours which could be viewed as obsessive. The success of this is yet to be determined.

The home's manager and responsible individual have declared their clear intent to work with the placing social worker to agree a matching profile for the one remaining child in the home before they admit a new child. The home's manager has developed a matching tool to assess the compatibility of children before agreeing to a referral.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/12/2019	Full	Requires improvement to be good
21/06/2018	Full	Requires improvement to be good
22/03/2018	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>The care planning standard is that children receive effectively planned care in or through the children's home and have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; and</p> <p>that arrangements are in place to manage and review the placement of each child in the home.</p> <p>(Regulation 14 (1)(a)(b)(2)(a)(b)(ii))</p>	31/03/2020
<p>The registered person must keep the statement of purpose under review and, where appropriate, revise it.</p> <p>(Regulation 16 (3)(a))</p>	31/03/2020
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background.</p> <p>(Regulation 6 (1)(a)(b)(2)(b)(iv))</p>	31/03/2020
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p>	31/03/2020

<p>mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff de-escalate confrontations with or between children, or potentially violent behaviour by children.</p> <p>(Regulation 11 (1)(a)(b)(c)(2)(a)(xi))</p>	
<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 that staff—</p> <p>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;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies.</p> <p>(Regulation 12 (1)(2)(a)(i)(iv)(v)(vi)(vii))</p>	<p>31/03/2020</p>
<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>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and</p>	<p>31/03/2020</p>

<p>skills to meet the needs of each child; and</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)(b)(c)(h))</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there; or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(c)(e))</p>	31/03/2020
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person 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.</p> <p>(Regulation 35 (3)(b)(i)(ii))</p>	31/03/2020
<p>The registered person must ensure that—</p> <p>children can access all appropriate areas of the children's home's premises.</p> <p>(Regulation 21 (b))</p>	31/03/2020
<p>If the registered provider is an organisation, the organisation must ensure that the responsible individual undertakes such continuing professional development as is necessary to ensure that the responsible individual has the skills needed for supervising the management of the home.</p> <p>(Regulation 29 (2))</p>	31/03/2020

Information about this inspection

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.

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1258386

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: Beth Massey

Registered manager: Post vacant

Inspector

Keith Riley, Social Care Inspector

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