

# 1271467

**Priory Education Services Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home provides care for up to three young people who have a learning disability. The home is operated by a national, private organisation.

The manager for this home registered with Ofsted on 5 May 2020.

**Inspection date:** 4 August 2020

## **This monitoring visit**

During the current COVID-19 (coronavirus) pandemic, Ofsted is not carrying out routine inspections of social care provisions.

Two whistle-blowing calls were made to Ofsted and therefore an urgent on-site inspection was carried out. Due to the COVID-19 pandemic, no grading was given.

The concerns raised related to safeguarding matters and young people not being looked after properly. While inspectors did identify areas for improvement regarding some of the issues raised, young people presented as happy and as having good relationships with staff. One young person said that he feels safe and that this is a friendly and good home.

Important aspects of written plans for young people and guidance for staff are not clear enough in all areas. This lack of clarity is confusing for staff, who are required to follow these plans to ensure young people's safety and health. Routines and sleeping patterns for one young person, while a long-standing issue prior to him coming to the home, have not been tackled enough with the consistency, creativity and determination that is needed. However, it is acknowledged that staff have looked after the young people during COVID-19 lockdown restrictions.

One child has required physical intervention to keep him safe on a number of occasions. Physical intervention records do not always contain the necessary detail

so that the manager can assure herself that the action taken was proportionate and necessary. The manager's critical examination of incidents is not always recorded, debriefs of staff are inconsistent and the young person's views are not always included. Improved management scrutiny and monitoring is required to improve care planning for young people and to ensure that appropriate follow-up responses are taken, such as escalating concerns to senior leaders or notifying Ofsted of serious incidents.

The home environment is welcoming, homely and furnished to a high standard, with considerable outdoor space and play facilities for young people. During the inspection, children enjoyed a range of activities in the local community and in the garden.

Statutory requirements have been set to address the regulatory breaches found at this inspection. Ofsted will continue to monitor this home. Requirements raised at the previous inspection remain in force as they were not reviewed at this inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2018	Interim	Declined in effectiveness
12/06/2018	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> <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 understand and apply the home's statement of purpose; and ensure that staff—</p> <p>understand and apply the statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>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>make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which gives the child an appropriate degree of freedom and choice.</p> <p>(Regulation 6 (1)(a)(b)(2)(a)(b)(i)(ii)(iv)(ix))</p> <p>In addition, ensure that the child is supported to engage in a wide range of activities, makes measurable educational progress and is provided with access to primary healthcare practitioners.</p>	01/04/2019
<p>The positive relationships standard is that children are helped to develop, and to benefit from relationships based on—</p> <p>mutual respect and trust;</p>	01/04/2019

<p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child’s behavioural and emotional needs as set out in the child’s relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding;</p> <p>understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; and</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children.</p> <p>(Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(v)(ix)(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>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. (Regulation 12 (1)(2)(a)(v)(vi)(vii))</p>	<p>01/04/2019</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>15/09/2020</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>lead and manage the home in a way that is consistent with the approach and ethos, and deliver the outcomes, set out in the home’s statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care to each child;</p> <p>ensure that the home’s workforce provides continuity of care to each child;</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)(a)(c)(d)(e)(f)(h))</p> <p>In particular, ensure that all relevant documentation for young people is up to date, concise and relevant, and that all guidance and instruction to staff about caring for young people is clear. Ensure that the manager’s evaluation, monitoring and review is sufficiently robust to evaluate incidents and ensure any necessary follow-up action is taken and that care planning is informed.</p>	
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.</p> <p>In particular the registered person must ensure that—</p> <p>medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them;</p>	<p>01/04/2019</p>

<p>medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and</p> <p>a record is kept of the administration of medicine to each child.</p> <p>Paragraph (2) does not apply to medicine which—</p> <p>is stored by the child for whom it is provided in such a way that other persons are prevented from using it; and may be safely self-administered by that child.</p> <p>In this regulation, “prescribed” means—</p> <p>ordered for a patient, for provision to the patient, under or by the virtue of the National Health Service Act 2006 or section 176(3) of the Health and Social Care (Community Health and Standards) Act 2003(b); or</p> <p>in a case not falling within sub-paragraph (a), prescribed for a patient in accordance with regulation 217 of the Human Medicines Regulations 2012(c).</p> <p>(Regulation 23 (1)(2)(a)(b)(c)(3)(a)(b)(4)(a)(b))</p> <p>In particular, take urgent action to ensure that staff who are administering medication have been assessed as competent by a suitable person. Take urgent action to review the storage of medication keys.</p>	
<p>After consultation with the fire and rescue authority, the registered person must—</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home; and provide adequate means of escape from the home in the event of fire. (Regulation 25 (1)(a)(b))</p>	01/04/2019
<p>The registered person must—</p> <p>ensure that each employee completes an appropriate induction;</p> <p>ensure that all employees receive practice-related supervision by a person with appropriate experience.</p>	01/04/2019

(Regulation 33 (1)(a)(4)(b))	
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</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; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(a)(iv)(v)(vii)(viii)(b)(i)(ii)(c))</p> <p>In particular, ensure that staff respond effectively when children are injured during incidents when restraint is used.</p>	<p>02/09/2020</p>

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** 1271467

**Provision sub-type:** Children's home

**Registered provider:** Priory Education Services Limited

**Registered provider address:** Priory Group, 80 Hammersmith Road, London W14 8UD

**Responsible individual:** Nancy O'Regan

**Registered manager:** Samantha Treleaven

## Inspectors

Sarah Canto, social care inspector

Paula Lahey, social care regulatory inspection manager



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