

1274846

Assurance visit

Information about this children's home

This privately owned home looks after up to six children aged between eight and 17 years old who exhibit social, emotional and behavioural difficulties.

The manager is registered with Ofsted and has been managing the home since 29 April 2019.

Visit dates: 14 to 15 September 2020

Previous inspection date: 11 February 2020

Previous inspection judgement: Sustained effectiveness

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

The children and staff have experienced significant managerial change since the home opened. There have been five responsible individuals and two managers. The current manager has just handed in her notice. These changes have affected the quality and consistency of monitoring of children's care.

The children were positive about the current atmosphere at the home. However, a child referred to the summer period as having 'too much drama'. This was a period when some children's behaviour deteriorated, and some children moved on. All the children who were living at the home when the interim inspection took place have experienced different endings to their original care plans. Although decisions about moves are made with children and their placing authorities, children are witnessing frequent changes at the home. This does not instil a sense of permanence or stability for them.

Educational arrangements for children are mixed. One child spoke of being engaged in education that she would not be in without the home. A professional spoke about the positive educational progress of another child. However, there are gaps in education planning and records for other children.

The staff are building positive relationships with the children. External professionals spoke about the calm and reassuring approaches that they have seen the staff use.

One parent spoke very positively about the support that the staff give her child to see her family. A social worker was positive about the support given to a child who returned to live with their family. The manager and staff work with the children to help them to spend time with friends, who visit them at the home. This support has enabled the children to maintain and develop relationships with people who are important to them.

The safety of children

There have been relatively few physical interventions. When these occur, they are usually very short in duration. Records have generally improved.

The managers now ensure that if children are missing from the home at night, the staff try to contact the children. A parent said that the number of times that their child has gone missing has reduced considerably since moving to the home.

Children's risk assessments are in place. However, these continue to contain discrepancies. For example, risk assessments for one child refer to another child. The manager has not identified these errors.

The manager's monitoring has failed to recognise when records require more depth or greater clarity. For example, the new impact risk assessment tool contained

significant omissions of relevant information and how the risks would be mitigated. Such omissions have the potential to lead to poor matching decisions, affecting the atmosphere of the home and safety of the children.

In one instance, following an investigation in which a member of staff was dismissed, managers failed to liaise with the designated officer or consider whether additional action was necessary. Although no child was harmed in the incident that led to the dismissal, the failure to consult means that children are not safeguarded as far as reasonably practicable.

Leaders and managers

The manager has overseen some improvements since the interim inspection. Clearer information is available for the staff about children's contact with their families and friends. A new risk assessment is in place to guide staff on managing incidents if a child goes missing overnight and there is some evidence of attempts to access return home interviews.

The staff team is inexperienced, with only one member of care staff having a relevant level 3 qualification.

Managerial monitoring of the home is not strong enough. Monitoring has not identified issues that need attention. The manager's monthly audit only results in limited information and no evaluation of the quality of records. As a result, insufficient action has been taken to address some of the shortfalls identified at the interim inspection.

The independent visitor's reports have not included the views of parents or carers since December 2019. This means that the reports lack these important views to inform improvement.

The staff are positive about their roles. They feel that the manager supports them well. The new responsible individual has visited the home and is known to the staff.

Managers work well with the placing authorities. Feedback from external professionals about the home is positive.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>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. (Regulation 12(1)(2)(a)(i))</p>	30/09/2020
<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> <p>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>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(1)(2)(a)(v)(vii))</p>	16/09/2020
<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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13(1)(a)(b)(2)(c))</p>	31/12/2020

<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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b)(2)(h))</p>	<p>30/09/2020</p>
<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>	<p>31/12/2020</p>

Children’s home details

Unique reference number: 1274846

Registered provider: Parkview Care (Broadstairs) Limited

Registered provider address: The Brentano Suite, Solar House, 915 High Road, North Finchley, London N12 8QJ

Responsible individual: Rodrigo Ferreira

Registered manager: Annette Cini

Inspectors

Ashley Hinson, Social Care Inspector
 Paula Edwards, Social Care Inspector

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