

1258386

Assurance visit

Information about this children's home

A private company operates this children's home. The home is registered to accommodate up to three children who exhibit social, emotional and/or behavioural difficulties. The statement of purpose states that the home cares for children between the ages of eight and 17 years.

The home has been without a registered manager since 7 November 2019.

Visit dates: 14 to 15 September 2020

Previous inspection date: 20 February 2020

Previous inspection judgement: Declined in 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

Children are happy at this home. They say that they have good relationships with staff and that, if they are worried or concerned about anything, staff are available to help them. Children speak positively about their experiences here, and one said that it is one of the best places that she has lived in.

Children have a range of activities available to them. Staff support the children to make choices and promote children's individuality. For example, during a trip to the cinema, children chose films according to their own interests.

Staff support the children to keep in touch with the people who are important to them. Staff have enabled face-to-face contact and have suggested activities that help to make this fulfilling for the children.

Staff promote education well. The children say that staff help them to make applications to college and attend interviews. One child who is anxious about attending college said that staff have been supporting them with this. Staff help the children with their homework and are available to discuss children's daily experiences.

Staff understand the health needs of the children. They support the children to keep healthy diets and involve them in cooking activities. As a result, children make healthy choices. Staff support the children to attend health appointments, and they speak with health professionals to ensure that the specific needs of children are met. Children show an understanding of COVID-19 and the impact of this pandemic. They recognise the need to keep healthy and follow restrictions.

Children receive help from staff who understand and support their emotional needs and well-being. Staff have received specific training to support a child in managing a sensitive situation in relation to a family member.

Children say that they have opportunities to express their views and opinions on the care that they receive. They feel confident in speaking with staff and say that they trust the management to make the best decision for them regarding a particular situation.

The safety of children

Staff demonstrate a good understanding of how to manage risk and keep children safe. Clear and detailed assessments of risk form a strong part of staff's practice. There is a process in place that ensures all staff are aware of the needs of the children in connection to identified risks. Consequently, the staff work together to ensure the children's safety.

Staff know how to respond to keep children safe if they go missing from the home. In practice, the positive and trusting relationships between staff and children mean that children do not go missing from the home.

Staff understand the potential impact of neglect and abuse on children. They understand trauma and what drives children's behaviour. They continue to receive safeguarding training throughout the ongoing COVID-19 restrictions and are confident in applying this to practice.

Children say that they feel safe and that they trust the staff. Boundaries such as not using the phone at the table are in place, and children understand these. The home's internet is monitored by staff, and children with smartphones sign a mobile contract which is reviewed regularly. Blocks are in place to prevent access to certain social media.

Leaders and managers

Since the previous monitoring visit, a new responsible individual and a head of quality and compliance have been appointed. Both demonstrate a strong commitment to making improvements. It is currently too early to judge the impact of these appointments.

It is disappointing that the manager has still not applied to register with Ofsted. This was the case at the previous monitoring inspection. Consequently, the regulator has been unable to fully explore the manager's fitness and suitability. The manager gave an undertaking to prioritise this.

Staff receive regular and reflective supervision. Covered within this are subjects such as understanding the driving force behind children's behaviour. In addition, there is a review of staff professional development, and space for staff to discuss their ideas for the development of the home.

Staff receive good-quality training. It is consistent and meets the developmental needs of staff. Subsequently, this contributes to an understanding of the individual needs of each child. The staff induction plan is clear and coherent, and staff speak positively about it.

The independent visitor continued to conduct virtual visits throughout the COVID-19 restriction period, and on-site visits have recently resumed. These visits take into consideration the wishes and feelings of children, and the manager is responsive to any recommendations made by the visitor.

During this visit, the manager responded promptly to information shared with the inspector by a relative of one of the children. He demonstrated sound safeguarding practice and appropriate partnership working.

The manager shows an awareness of the impact of certain actions on the community. For example, telling staff not to play music loud when driving through local villages.

No requirements or recommendations are made as a result of this assurance visit.

Children's home details

Unique reference number: 1258386

Registered provider: Parkview Care (Broadstairs) Limited

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

Responsible individual: Rodrigo Ferreira

Registered manager: Post vacant

Inspector:

Vevene Muhammad, Social Care Inspector

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