

1228092

PSS Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home, which is one of three run by a private organisation, provides care for up to four children with emotional/and or behavioural difficulties.

The suitably qualified and experienced manager has managed this home since November 2019.

Inspection date: 28 January 2021

This monitoring visit

Children have been going missing from the home. This monitoring visit was carried out to look at how well the staff manage these incidents, safeguard the children and promote their well-being. The visit was undertaken using a blended approach of on-site and off-site activity.

At the time of the visit, two children were living at the home. Two children had moved out the week before due to serious concerns regarding episodes of going missing. The home has admitted four children and discharged six children since August 2020.

The matching of one child with the existing children was poor. The manager identified that the placement of a child presented a significant risk to another child who was already living at the home. This concern was raised with a senior manager and the placing authority. Despite this, the child moved in on a planned temporary basis. Consequently, the staff were unable to manage children's intimidating behaviour and episodes of going missing. The staff were unable to keep the children safe and the manager ended the placement for one of the children.

The children's individual risk assessments are clear and are mainly kept up to date. However, on one occasion, when a child stayed in another child's room overnight, staff did not update the risk assessment. The staff acted appropriately in response to

the incident but failure to update the risk assessment means that not all staff may be made immediately aware of emerging new behaviours and an agreed approach to manage these.

Most of the children who have been living at the home since August 2020 have been assessed as being at high risk of going missing. For one child, there have been very few episodes of going missing because of the support from staff. However, for some children, these risks continued until their placements ended. When children have gone missing, the staff have searched for them and worked well in partnership with other professionals to promote the children's safety.

The building is generally safe, suitably furnished and well maintained. There are suitable arrangements for fire prevention, such as regular servicing of fire equipment. However, one child's bedroom door did not fully close. It was also a concern that a child had smoked in her bedroom undetected by staff.

Staffing levels are appropriate and there has been continuity of staffing for the children during the COVID-19 (coronavirus) pandemic. The responsible individual has worked at the home on one occasion. There is a risk assessment regarding this, but it is undated. The staff recruitment records demonstrate that appropriate checks are taken up. However, a full employment history is not recorded for the responsible individual, files do not record that references have been verified and one staff member's application form was undated.

The staff benefit from a variety of suitable and relevant training. However, two staff who have worked for the company in a children's home for more than two years have not yet achieved a suitable level 3 qualification in caring for children. The staff feel well supported and receive regular individual professional supervision. However, the records of individual supervisions do not consistently demonstrate a reflective approach; this is particularly relevant for new staff. A concern regarding aspects of a staff member's practice had not been shared with the manager of this home. This meant that the manager was unable to further explore these issues in supervision.

Records-keeping at the home is not consistently robust. On occasion, records are undated, unsigned or lack clarity. The staff rota is not a reliable record of who worked at the home on a particular day. The home's safeguarding policy refers to out-of-date statutory guidance.

The reports by the independent visitor are not of consistently good quality or submitted to Ofsted promptly. The visitor has not always demonstrated suitable attempts to gain feedback from staff, social workers, parents or the children. This is particularly important when these reviews have been conducted without an on-site visit. The responsible individual does not document that they have reviewed these reports. Therefore, it is not possible to understand whether they have a full understanding of the quality of these reports or the visitor's view of the care provided.

There are a number of areas for improvement identified as part of this monitoring visit. However, feedback from professionals about the staff and the care and support that the children receive was positive.

This monitoring visit did not review how the staff support the children to lead healthy lifestyles, therefore the requirement set at the last inspection in relation to this is restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/11/2019	Full	Good
12/06/2018	Full	Good
08/08/2017	Full	Good
06/09/2016	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 health and well-being standard is that—</p> <p>children are helped to lead healthy lifestyles. (Regulation 10 (1)(c))</p> <p>In particular, ensure that there is a consistent approach to addressing substance misuse.</p>	31 March 2021
<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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(v)(d)(e))</p> <p>In particular, ensure that: children's risk assessments are consistently updated with new risks; there is effective communication between managers regarding any concerns about staff's practice;</p>	1 March 2021

<p>all fire doors fully close; the safeguarding policy refers to current statutory guidance.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>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. (Regulation 14 (1)(a)(b) (2)(a))</p> <p>In particular, ensure that children moving into the home are suitably matched with the existing resident group.</p>	<p>1 March 2021</p>
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(a)(b)(d))</p> <p>In particular, obtain a full employment history for every person working at the home in a care role and ensure that application documentation is dated and that references are verified.</p>	<p>1 March 2021</p>

<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (4)(a)(b) (5)(a))</p> <p>In particular, ensure that all staff who have worked in a children’s home for more than two years achieve a suitable level 3 qualification.</p>	5 May 2021
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))</p> <p>In particular, ensure that staff duty rotas are clear and accurate.</p>	1 March 2021
<p>The registered person must ensure that an independent person visits the children’s home at least once each month.</p> <p>The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children’s well-being.</p>	1 April 2021

The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions.

The independent person must provide a copy of the independent person's report to—
HMCI. (Regulation 44 (1) (4)(a)(b) (5) (7)(a))

In particular, ensure that independent visitor's reports are of consistently good quality, are reviewed by the responsible individual and are sent to Ofsted promptly.

Recommendations

- The registered person should ensure that staff understand the importance of careful and clear recording. In particular, ensure that records are accurate, clear, dated and signed. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that all staff receive supervision which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

Information about this inspection

The purpose of this visit was to look at how well the staff safeguard the children and promote their well-being.

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

Children's home details

Unique reference number: 1228092

Provision sub-type: Children's home

Registered provider: PSS Care Group Limited

Registered provider address: 284 Chase Road, London N14 6HF

Responsible individual: Frederik Booysen

Registered manager: Sharn-Marie Gruender

Inspectors

Joanna Heller, Social Care Inspector

Lianne Bradford, Social Care Inspector

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