

# 1222089

Registered provider: Platinum Services for Children (Residential Care) Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

Up to four children can live in this home. It is one of four homes owned by an independent organisation. The home cares for children who display challenging behaviours and supports their emotional needs.

The manager has extensive experience in children's residential care. He has level 4 and 5 qualifications in leadership and management.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 27 October 2021 to carry out an assurance visit. The report is published on our website.

### Inspection dates: 22 to 23 June 2021

**Overall experiences and progress of children and young people, taking into account** **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

The effectiveness of leaders and managers **requires improvement to be good**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** 17 July 2019

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
17/07/2019	Full	Requires improvement to be good
19/03/2019	Interim	Sustained effectiveness
12/07/2018	Full	Good
30/08/2017	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

Staff provide care and encouragement which have helped children to settle and make significant progress from their starting points. A parent acknowledged the progress that his daughter has made while living in this home. One child reflected on her own journey. She recognises that she displayed unsettled behaviour at times when she first moved into the home. By providing consistent care, staff have helped this child to develop social awareness and empathy.

Children's social workers confirm that staff are committed to helping children have the best possible experiences and outcomes. One social worker described being 'over the moon' with the progress of one child, who is now preparing to move in with a foster family.

Staff support children make social and academic progress. Children play outside with their friends and integrate into the neighbourhood. One child has successfully transitioned to high school, where she has made new friends. Staff invite children's friends to visit for tea. Another child is preparing for college, and staff guide him to seek opportunities which will enhance his future career aspirations.

The inspector saw significant and recent damage to the home. Staff have removed a broken television from one of the lounges. This restricts children choosing where they want to watch television. The registered manager oversees repairs to the home. However, currently, the house is not a welcoming home for children to live in.

Staff are not always successful in helping one child to manage his behaviour. This affects the experiences of other children living in the home. One child complained that this child has broken some of the home's televisions and sometimes, when he is unsettled at night, she cannot get to sleep.

### **How well children and young people are helped and protected: requires improvement to be good**

Staff do not always identify and manage risks in the home to keep children and others safe. Staff had not tidied away broken wood from a recently damaged gate. One child, when unsettled, threatened staff with fishing wire and broken glass. Staff do not routinely search the house and children's bedrooms to ensure that they remove all risks. Therefore, they do not use opportunities to remove broken or hidden objects which children could use to hurt themselves or others.

Staff are not always effective when they intervene to help a child manage their behaviour. Staff do not always act quickly enough to protect other children. As a result, one child was upset when she was the victim of a verbal and physical altercation. When a child is unsettled, staff are not always successful at de-

escalating the situation to reduce the length of a child's distress. This increases the potential risk of harm for the child and others.

Staff use physical interventions to help keep children safe. The registered manager talks to staff following a physical intervention. He does not, however, record the debrief or comment on the accuracy of the report. This does not provide independent oversight of the effectiveness of the measure in helping the child to successfully manage his emotions and behaviour.

The registered manager ensures that the number of staff on duty is always adequate, and that all staff are safely recruited. This means that the home is able to provide appropriate levels of care for children with complex behaviours. One child's social worker confirmed that the registered manager shares information with professionals effectively, including the designated officer. This ensures independent safeguarding oversight of all incidents involving the child.

Children rarely place themselves at risk by staying away from home. If children do go missing, staff are proactive in encouraging children to safely return home. The registered manager ensures that guidance is in place for staff, and children's risk assessments are up to date. Staff use independent return home interviews as an opportunity to talk with children to ascertain why they went missing, and to gather information that can be used to advocate for the children with the local authority.

Staff carefully balance risk to encourage children to develop their independence and self-care skills. Staff regularly complete mobile phone monitoring checks to keep one child safe. Staff have provided her with the resources and skills to manage her phone, now that she is at high school. As a result, the child informs staff promptly if there is any inappropriate social media contact from school peers.

All children have trusting relationships with the staff, who they enjoy spending time with. Children speak with staff as they know that staff will listen and respond. This helps children to feel supported and protected.

### **The effectiveness of leaders and managers: requires improvement to be good**

Leaders do not always direct staff to ensure that they are promoting a child's welfare and reducing the child's levels of risk. Leaders were unaware of the reduced effectiveness of daily checks around the house. As a result, potential risks have not been managed as well as they should have been, to keep children and others safe.

The registered manager has not increased his oversight of how staff are performing when under stress. He has not always managed how staff record incidents and key-work sessions, such as sessions addressing sexual health, to improve the quality of care and experiences that children have.

All staff state that they feel supported by the registered manager. Leaders provide supervision which allows staff to reflect on their own well-being. As a result, staff

are committed to the children they care for and there are no significant incidents of staff sickness. This helps to provide consistent care for children.

The registered manager successfully defuses potential conflicts with neighbours, while supporting the dignity and confidentiality of children living in this home.

The registered manager has developed tools to help him track and analyse behaviour trends for children. When children are unsettled, the registered manager reviews their plans and decides what action to take. The registered manager is creative in exploring all options for children. This supports all children to have the best possible experiences and outcomes while living in this home.

## 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.

<b>Requirement</b>	<b>Due date</b>
<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—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii))</p> <p>This relates specifically to the replacement of broken items, so that each child can choose where they would like to sit and watch television.</p>	<p>23 July 2021</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—</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;</p>	<p>23 July 2021</p>

<p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii))</p> <p>This relates specifically to staff identifying and understanding risk so that they can effectively manage incidents to keep children and others safe.</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—</p> <p>that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; and</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. (Regulation 12 (1) (2)(b)(d))</p> <p>This relates specifically to staff regularly cleaning children’s bedrooms and completing searches in the home to remove anything which could potentially be a risk to a child or others.</p>	23 July 2021
<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>	23 July 2021

<p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</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. (Regulation 13 (1)(a)(b) (2)(f))</p> <p>This relates specifically to the registered manager reviewing the effectiveness of the care that staff provide for children and, when necessary, providing additional guidance to improve experiences for children.</p>	
<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. (Regulation 35 (3)(b)(i)(ii))</p> <p>This relates specifically to the registered manager evidencing that he has spoken to the staff involved in a physical intervention, and confirming the accuracy of the records.</p>	<p>23 July 2021</p>

## Information about this 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:** 1222089

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

**Registered provider:** Platinum Services for Children (Residential Care) Ltd

**Registered provider address:** The Apex, 2 Sheriffs Orchard, Coventry,  
Warwickshire CV1 3PP

**Responsible individual:** Leonard Pattinson

**Registered manager:** Wayne Barker

## Inspector

Joanna Warburton, Social Care Inspector

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