

# 2515609

Registered provider: Progress Children's Services Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and operated by a private company. It provides medium- to long-term care for three children aged between five and 18 years. The children may have physical disabilities, sensory impairment, and complex learning, social, emotional or behavioural needs.

The current manager registered with Ofsted in February 2019. The registered manager holds a management qualification in residential childcare at level 5.

**Inspection date: 3 February 2022**

**Date of last inspection:** 12 October 2021

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged requires improvement to be good at the previous inspection. At this inspection, Ofsted judges that it has sustained effectiveness.

Nine requirements were made at the previous inspection. Five of these requirements have been met. Four of the requirements are raised again and one additional requirement has been raised as a result of this visit.

The registered manager is currently absent from the home. The home is being overseen by another manager from the service.

One child has moved out of this home. This was due to his health needs quickly deteriorating. He has returned home to live with his mother. The other two children have remained living in the home. Both children's social workers confirm that the children continue to make progress. For example, one child's communication has improved. Both children told the inspector that they like living in this home and like the staff who care for them.

Children have proudly displayed their artwork and plants they have grown in the home. Despite maintenance work being completed to the home, there are still improvements that are required. For example, mould was seen in the bathroom, a light switch was broken in a child's bedroom, and flooring still needs to be repaired. Some work was completed during the inspection. A requirement has been restated.

One child who lives in the home uses a wheelchair on a daily basis. However, the environment does not yet give him a full level of independence. For example, the kitchen is not yet completely accessible to him. This has impacted on his opportunity to be able to use the cooker. Furthermore, work is required to the pavement areas outside to allow him to manoeuvre his new wheelchair more easily. This is something that the managers have noted and there are now plans to redesign the kitchen and pavement area.

There is now a consistent staff team working with the children. However, the additional staffing required for children to be able to complete activities in the community is not always provided. This has meant that a child has not had enough staff to be able to take him out for his planned walk. This requirement was raised at the last inspection and is being raised again.

Staff now benefit from their training being up to date. However, not all staff have gained their level 3 qualifications in residential childcare within the two-year time frame. This requirement is being restated as a result. Staff are now being given extra support to help them to complete this qualification.

The statement of purpose does not detail the staff working in the home or their qualifications. This impacts on commissioners' understanding of the qualifications of staff.

Staff are still not benefiting from monthly supervision. This is a matter that the new manager plans to address.

The registered manager now challenges other professionals where necessary. Furthermore, strategies brought in to address medication errors are now embedded into practice. As a result, no further medication errors have occurred.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2021	Full	Requires improvement to be good
25/09/2019	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 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>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)(a)(v)(d))</p> <p>This specifically relates to the registered manager ensuring that all necessary work is promptly identified, reported and fixed.</p> <p>This requirement was made at the last inspection and is restated.</p>	25 March 2022
<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>ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(d))</p>	25 March 2022

<p>This also relates to the registered manager ensuring that they have sufficient staff to provide care to the children to enable them to complete agreed activities.</p> <p>This requirement was made at the last inspection and is restated.</p>	
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1))</p> <p>This specifically relates to the registered person ensuring that the document contains details of the experience and qualifications of staff, including any staff commissioned to provide education or healthcare.</p>	25 March 2022
<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; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</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; or</p>	26 August 2022

<p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (1) (2)(a)(b) (4)(a)(b) (5)(a)(b))</p> <p>This specifically relates to the registered manager ensuring that all staff have completed the relevant qualification in residential childcare.</p> <p>This requirement was made at the last inspection and is restated.</p>	
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))</p> <p>This specifically relates to the registered manager ensuring that all staff receive regular reflective supervision and appraisals.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>25 March 2022</p>

## Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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:** 2515609

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

**Registered provider:** Progress Children's Services Limited

**Registered provider address:** Progress House, 127 Millfields Road,  
Wolverhampton, Staffordshire WV4 6JG

**Responsible individual:** Rachael Sharpe

**Registered manager:** Deana Galsworthy

## Inspector

Louise Battersby, Social Care Inspector



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