

1222089

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

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of four homes owned by an independent organisation. This home is registered to provide care for up to four children who have complex needs and emotional and behavioural difficulties.

The registered manager is suitably qualified and has level 4 and 5 in leadership and management.

Inspection date: 8 March 2022

Date of last inspection: 22 June 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: not applicable

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 last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness. Several requirements were raised at this inspection.

This inspection was undertaken to review what action had been taken to meet the requirements raised at the last inspection. At the time of this inspection, one child had a planned move into the home and is settled. Another child had moved out of the home to live with family members; this was not in line with their original care plan when moving into the home.

The home environment is not always maintained. Although children's bedrooms are personalised, staff do not ensure they support children to take care of their personal space and belongings. For example, staff had not supported one child to clean and tidy their bedroom despite this being part of their daily routine. Furthermore, repairs have not been completed in a timely manner. For example, damage to fire doors, and a radiator that is not secure to the interior wall are among numerous repairs. This practice creates an institutional feel rather than a homely environment.

Children's educational progress varies significantly. Staff successfully support one child with their education and training, and this child is doing well and making good progress. However, not enough has been done to support another child who has poor school attendance and limited progress. Furthermore, managers and staff failed to ensure the child has a structured daily activity in the absence of school attendance. Consequently, one child is left to their own devices during the day and misses valuable opportunities to learning and development.

Children's risk assessments are not always clear and do not contain relevant and accurate information to help staff to protect children. For example, staff fail to follow guidance on monitoring children's electronic devices when there was a risk of exploitation. This leaves staff without all the necessary information they need to reduce potential risks to children.

The registered manager has not ensured that all core staff complete a range of refresher mandatory training to care for children. For example, some staff's training has expired in child sexual exploitation, safe handling of medication, first aid and post-traumatic stress disorder. This omission has the potential to compromise the children's safety and the staff's ability to update their knowledge.

Managers and staff use monitoring and surveillance of children without good reason. For example, children's bedroom doors are fitted with an electronic monitoring device; this is a common practice. This places unnecessary restrictions on children to

move freely in their home and infringes on their privacy. This does not create a homely environment.

The registered manager does not always use her monitoring and review systems effectively. For example, further shortfalls were identified during the inspection, such as ineffective home fire doors against the risk of a fire, and the home's fire risk assessment and statement of purpose are not updated. The impact of this is to potentially put both children and staff at risk of harm.

Staff do not always keep accurate records of the administration of all medication. For example, staff did not record when they had administered one child's diabetic medication. This has the potential to compromise children's health and well-being.

The registered managers do not always ensure that the independent visitor to the home seeks the views of children, their families, or social workers. This may restrict the quality of their view as children's views and external feedback are not always sought.

When a safeguarding concern arises, the registered manager reports it in good time. Subsequently, he makes the appropriate referrals to the required agencies. One child told the inspector that she liked living at the home and felt safe because staff cared about her.

Staff confirm they are supported by the registered manager. Staff benefit from regular and reflective team meetings. Furthermore, the registered manager ensures that staff receive regular practice-related supervision, to monitor staff progress and professional development. This means staff development is promoted and improves practice within the home.

Staff are good at supporting children to maintain positive relationships with those who are important to them. Staff show an understanding of the importance of children spending meaningful time with their families, and they manage this well. As a result, children's emotional well-being is promoted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2021	Full	Requires improvement to be good
17/07/2019	Full	Requires improvement to be good
19/03/2019	Interim	Sustained effectiveness
12/07/2018	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 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>understand and apply the home's statement of purpose;</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(iv)(vii))</p> <p>This specifically relates to the registered manager ensuring that the home is a nurturing and supportive environment that meets the needs of the children.</p>	<p>15 April 2022</p>
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p>	<p>15 April 2022</p>

<p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>help each child to attend education or training in accordance with the expectations in the child’s relevant plans. (Regulation 8 (1) (2)(a)(viii)(x))</p> <p>This specifically relates to the registered managers and staff ensuring that they support children who are excluded from school.</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>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>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 (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi))</p> <p>This particularly refers to staff ensuring they follow advise in that risk assessments and that these are reviewed and kept up to date.</p>	<p>15 April 2022</p>
<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>15 April 2022</p>

<p>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)(b) (2)(c))</p> <p>This particularly refers to the registered manager ensuring that all staff receive refresher mandatory training.</p>	
<p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>so far as reasonably practicable in the light of the child’s age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. (Regulation 24 (1)(a)(c)(d))</p> <p>This specifically relates to the registered manager ensuring that monitoring or surveillance of children is for the purpose of safeguarding.</p>	08 April 2022
<p>After consultation with the fire and rescue authority, the registered person must—</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home; (Regulation 25 (1)(a))</p> <p>This specifically relates to the registered manager ensuring that fire doors in the home are effective against the risk of fire.</p>	15 April 2022

Recommendations

- The registered person should ensure that the home's statement of purpose is updated and hold accurate information. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)
- The registered person should ensure that staff keep records of medication administered to children. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that the independent person makes a rigorous and impartial assessment of the home's arrangements. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: 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

Patrick McIntosh, Social Care Inspector

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