

# 1221437

Registered provider: Potensial Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is operated by a large independent national provider. The organisation provides a short-break service for up to five children at any one time. Children who stay at this home may have a learning disability and/or a physical disability. Twenty-one children receive a short break at this home. During the inspection, three children were visiting.

The manager registered with Ofsted in March 2016.

### Inspection dates: 14 and 15 June 2022

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 23 August 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/08/2021	Full	Good
17/07/2019	Full	Inadequate
19/12/2018	Full	Good
11/05/2017	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children enjoy short breaks in this home. They benefit from a consistent and stable staff team who know them well. This means they receive support to do the things they enjoy. These include trips to the beach, the woods and the park. At the home, children enjoy playing in the well-equipped garden or relaxing in the sensory room. Children have a choice about what they do and what they eat. A creative, vibrant album captures the memories of the fun children have. The home environment is colourful and inviting. However, the floor in the wet room needs repairing, and one bath looks tired and dated. Staff personalise children's bedrooms for their stay to reflect their interests.

Careful matching takes place to ensure children enjoy positive experiences in the home. Staff work as a team to meet children's needs. Children have clear individual targets. Staff celebrate achievements towards these. For example, children trying new foods to vary their diet or being more tolerant of sharing their space with others.

Staff form close links with parents and schools to ensure they have the information needed for each child's stay. Parents report that the feedback from staff following each stay is valuable in promoting children's ongoing health. For example, feedback about tracking children's sleep or food intake is essential to ongoing monitoring of their health needs. Parents cannot speak highly enough of the home and the staff. Parents feel their children are safe when they stay, and that staff give children positive experiences. They describe their children being excited when they are told it is their night to stay and running into the home on arrival. The service works flexibly with parents to support the needs of children and their families. However, it is not always clear that the amount of short breaks offered is within the parameters of the home's registration.

### **How well children and young people are helped and protected: good**

Staff know the children well, and as such, there are few incidents in the home. Plans provide staff with the information they need to know to care for children and meet their needs. Staff offer a relaxed environment while keeping consistent routines. Staff record clear information about children's individual communication methods. This helps staff understand children and helps children to feel understood.

Staff understand and identify safeguarding concerns. Staff receive safeguarding training and regularly discuss it in supervision. Appropriate action was taken when an allegation of harm was made and a bruise was observed. Staff have continued to support ongoing safeguarding processes effectively.

Although incidents of concern are low, staff are vigilant in observing changes in children's behaviour. Staff appropriately record any observations. This then feeds

into any behaviour plans and helps all concerned to understand the child's needs. Some records have clear management oversight and actions recorded; however, others do not. During the inspection, leaders and managers identified changes to make to improve this process.

Staff recruitment follows a safer recruitment process. Staff understand fire safety, with all children participating in fire drills. A detailed location risk assessment considers local risks alongside the support needs of children. However, it does not contain a reference to consultation with partner agencies as expected.

### **The effectiveness of leaders and managers: good**

An experienced manager fosters a collaborative environment amongst the staff team, encouraging feedback and ideas to improve the service. This is also promoted by the wider organisation. Staff enjoy working in the home. They value the support of the manager and each other. Staff describe the children as a joy to work with.

Staff receive regular supervision. Alongside this, the manager completes regular observations of staff practice. This helps the manager to understand staff skills and areas for development. Team meetings take place regularly, with clear minutes recorded. Staff receive training relevant to their role and specific to children's needs.

Social workers value the support the home provides to children and their families. They report that children enjoy their breaks. Social workers speak highly of the manager. They report good communication and attendance at meetings.

The statement of purpose available in the home is up to date; however, the version on the organisation's website has not the current up to date version.

Leaders and managers review the ongoing needs of the children they support and identify where the service can be developed to improve outcomes. However, the reports provided by the independent person do not contribute effectively to this process. Although previous shortfalls have been addressed, there continue to be issues. The report provided by the independent person does not consistently demonstrate how they reach the conclusions they make about children's safety and well-being. Leaders and managers have already met with the independent person to discuss this.

## 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>If a home has a website, the registered person must ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home. (Regulation 16 (4))</p> <p>In particular, the registered person must ensure an up-to-date version of the statement of purpose is on the organisation’s website, unless the decision is taken to no longer publish it in consideration of children’s welfare.</p>	8 July 2022
<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. (Regulation 44 (4)(a)(b))</p> <p>In particular, the registered person must ensure that the report contains sufficient detail and evidence to show how the independent person has reached conclusions about child safety and welfare.</p>	8 July 2022
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children’s home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1)(2))</p> <p>In particular, the registered person must ensure that the review of the premises includes consultation with relevant parties.</p>	8 July 2022

## Recommendations

- The registered person should ensure the home environment remains in good repair. The bathroom floor in the wet room has been identified by staff as in need of repair, and the bath in the upstairs bathroom is looking worn. Consideration must be given to addressing these issues. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that there is clear oversight of, and actions recorded on documents that relate to children's behaviour. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.23)
- The registered person should ensure that there is a robust system in place to track overnight stays to ensure no child stays more than 75 nights, as per the condition of registration. The registered person should also challenge planning documents which say that stays will exceed 75 nights. ('Guide to the Children's Homes Regulations, the quality standards', page 14, paragraph 3.5)

## 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:** 1221437

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

**Registered provider:** Potensial Ltd

**Registered provider address:** Potens, 68 Grange Road West, Birkenhead, CH41 4DB

**Responsible individual:** Bettina Jeppesen

**Registered manager:** Sarah Kington

## Inspector

Clare Nixon, Social Care Inspector

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