

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

This is one of two homes owned by an independent provider. The home, which Ofsted registered in February 2016, cares for up to four children who may have challenges with their behaviour and are likely to have experienced trauma.

The home has had the same registered manager since it opened. He is suitably experienced and qualified.

Inspection dates: 2 to 3 August 2022

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: 8 March 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2022	Interim	Sustained effectiveness
22/06/2021	Full	Requires improvement to be good
17/07/2019	Full	Requires improvement to be good
19/03/2019	Interim	Sustained effectiveness

Inspection judgements

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

The environment is homely, and personalised to the children with soft furnishings, colours of their choice and photos of the children displayed around the home. There are some areas which are in need of redecoration, for example the kitchen is part way through being remodelled, and one bathroom needs new tiles and grouting.

Two children live in the home. One child moved in since the last inspection. The manager did not properly plan for this child's move into the home or seek information about their needs. This means that some of this child's needs have not been sufficiently met.

Children's educational progress and engagement are of mixed quality. One child has made positive progress and is now attending school full time. However, another child is not in education or employment and staff have not engaged the child creatively in order to help the child make progress in this area.

Children's health needs are mostly met. One child has a complex health condition, which staff are trained to care for and have detailed plans about. Staff follow these well in order to help the child with this health condition. The social worker for this child informed the inspector that they have observed that the child's health has improved. However, staff are not supporting the children sufficiently around healthy eating. Also, staff are not provided with clear methods for supporting one child who has a poor day and sleep routine.

The manager has not sufficiently challenged other professionals when there are gaps in children's statutory documentation. This has contributed to there being drift in children's progress.

Children are encouraged to spend time with staff and their views are sought via weekly meetings. One child stated that they feel supported in the home and feel that staff would listen to them if they were unhappy.

The children's guide is age appropriate. However, it does not include information that would be helpful for children to know when they arrive. For example, information about daily routines in the home and information on advocacy for children are missing. The responsible individual now intends to redesign this guide as part of developments in the organisation.

The manager has worked hard to positively transform the service in recent months. Children have consequently benefited from more relationship-focused care. This has resulted in children no longer receiving sanctions. However, staff do not always use

rewards and incentives effectively in order to help motivate children and boost their self-esteem.

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

Since the last inspection, there have been very few significant incidents. There have not been any restraints or occasions where children harmed themselves.

Staff do not have well-developed strategies for keeping children safe online. One child is spending significant periods of time throughout the day and night using gaming and the internet without supervision. Staff carry out checks on their devices. However, recording is sometimes poor, and if the child doesn't engage with this, there is no plan to help them keep themselves safe. The manager has missed this in their oversight, but changes were made by them during the inspection to help improve the safety planning for this child.

The manager completes investigations into staff practice and shares information with children's local authorities when allegations are made. However, following one incident, the manager's response was significantly delayed, and, on another occasion, the Local Authority Safeguarding Officer was not informed in line with statutory guidance. This did not result in a child being at risk of harm, but the manager's oversight and communication with other agencies could be improved.

There has been one occasion where a child went missing since the last inspection. Staff followed the child in order to keep the child safe. However, the manager's review of this identified shortfalls in the staff response to the situation and in the methods they used to search for the child. Despite identifying this, the manager has not used this to inform risk management plans.

Leaders have not ensured that staff are safely recruited when they join the organisation. A new staff member had missing references and verification was not sought from a past employer when they worked with vulnerable people. This was identified by the registered manager after they started, and a verbal reference was sought, but some parts of this reference are still missing.

Staff understand and keep children safe from any risks within their social network. This helps children benefit from positive, but also safe, relationships with people who are important to them.

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

The registered manager for the home is suitably qualified and has experience working with children who have experienced trauma.

The registered manager has not been well supported or overseen by senior leaders in the organisation. The manager has only had one supervision since the last

inspection from someone external to the organisation, and this has made support of his own development a challenge. The organisation has now employed a new responsible individual, who has commenced closer oversight and support in the last month.

In spite of these challenges, the registered manager has oversight of significant incidents and records in the home, and has reflective discussions with staff. Sometimes, this oversight has missed gaps in staff recording and poor practice. The manager has not always shared information with the Local Authority Designated Officer and Ofsted when required. The manager recognises that this requires closer attention, and he has a plan to address the shortfall.

Leaders' and managers' monitoring and reviewing systems are not fully effective. The manager recently identified that there were insufficient reviewing mechanisms in place to help him understand the quality of care on a regular basis. More recently, action has been taken to improve reviewing systems. For example, the new responsible individual has recently carried out a full training audit, and the manager has provided staff with development plans. The responsible individual has introduced a monthly audit for the manager, group supervisions with other managers, and a secondary audit of their own.

The new responsible individual also identified shortfalls in the oversight of the independent visitor and in senior leaders' use of their feedback to improve services. The responsible individual has employed a new independent visitor and intends to offer more scrutiny.

The manager effectively uses the quality-of-care review to make plans for improvement. This has led to the recent appointment of a psychologist, who has commenced working with the staff team in order to develop their therapeutic care approach, and who will also offer direct therapeutic support to the children. This is a positive change. However, it is in its infancy, so the effectiveness of this cannot yet be evaluated.

Staff have not all had training in areas of need for children. Improvements have been made to ensure that staff have had their mandatory training since the last inspection. However, staff have not had training to help children with their individual needs. One staff member is also out of timescales for achieving their level 3 qualification in line with regulations. The new responsible individual is aware of these shortfalls and has an action plan in place to address these in the coming months.

Staff receive child-centred supervision and report that the manager helps them to consider better ways of caring for children. However, at times, these supervisions are not happening regularly in line with the home's policy.

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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs;</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans</p> <p>(Regulation 5 (a)(b)(c))</p> <p>This specifically relates to the registered person ensuring that they consult with the Local Authority Designated Officer as per statutory guidance and that they seek up-to-date statutory meetings and documents for children to help children make progress.</p>	7 September 2022
<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>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</p>	7 September 2022

<p>as possible; and</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 manager and staff ensuring that they support children who are not in education.</p> <p>This requirement was made at the last inspection and is restated.</p>	
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child’s relevant plans;</p> <p>understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding;</p> <p>take part in activities, and attend any appointments, for the purpose of meeting the child’s health and well-being needs; and</p> <p>understand and develop skills to promote the child’s well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv))</p> <p>This specifically relates to the registered person ensuring that staff support children to lead healthy lifestyles and to develop daily routines, and, where necessary, that health reviews are undertaken in a timely way with professionals.</p>	<p>7 September 2022</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; and</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v))</p> <p>This particularly refers to staff supporting children to stay safe online, and to ensuring that risk assessments are updated when new information arises, and that safeguarding procedures are followed regarding allegations.</p>	<p>7 September 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>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 and;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(b) (2)(c)(h))</p> <p>This particularly refers to the registered manager ensuring that all staff have had training to meet the needs of children</p>	<p>7 September 2022</p>

<p>in the home, and that there are clear systems in place to help managers quality assure and understand the care offered to children.</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;</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home.</p> <p>(Regulation 14 (1)(a)(b) (2)(a)(b)(i))</p> <p>This specifically relates to the registered person ensuring that sufficient information is gathered when children move in, to understand and plan how the home will meet the child’s needs.</p>	<p>21 September 2022</p>
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>(Regulation 16 (3)(a)(b))</p>	<p>31 August 2022</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; or</p>	<p>7 September 2022</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, 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>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <p>(Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))</p> <p>This relates to the registered person ensuring that staff gain their level 3 qualification within timescales, and that recruitment checks are done in line with Schedule 2.</p>	
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development; and</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(a))</p> <p>This relates to the registered person ensuring that staff have regular supervision.</p>	<p>21 September 2022</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person</p>	<p>31 August 2022</p>

<p>working there;</p> <p>a child protection enquiry involving a child —</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	
<p>The registered person must ensure that an independent person visits the children’s home at least once each month.</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and</p> <p>to inspect the premises of the home and such of the home’s records (except for a child’s case records, unless the child and the child’s placing authority consent) as the independent person requires.</p> <p>A visit by the independent person to the home may be unannounced.</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> <p>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.</p> <p>(Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5))</p> <p>This specifically relates to the registered person ensuring</p>	<p>31 August 2022</p>

that the independent visitor visits are used to good effect to support the home's quality of care.	
--	--

Recommendations

- The registered person should ensure that the children's guide helps children to understand:
 - what the day to day routines of the home are ('what happens in the home');
 - the Statement of Purpose of the home (the care they can expect to receive while living there);
 - how to make a complaint in line with the home's complaints procedure;
 - how they can access advocacy support or independent advocacy if eligible; and
 - how to contact the Office of the Children's Commissioner. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.22)

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: Union House, 111 New Union Street, Coventry, West Midlands CV1 2NT

Responsible individual: Caroline Jackson

Registered manager: Wayne Barker

Inspector

Fiona Roche, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022