

# 1228092

Registered provider: PSS Care Group Limited

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for up to four children with social and emotional difficulties. It is one of three homes that are run by a private organisation.

The registered manager left in May 2022. A new manager was appointed in July 2022. At the inspection, the manager confirmed that she did not intend to apply for registration.

**Inspection date:** 23 and 24 August 2022

**Date of last inspection:** 16 May 2022

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

**Enforcement action since last inspection:** none

## Information about this inspection

At these inspections, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## **Findings from the inspection**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

### **The care of children**

Since the last inspection, one child has left the home. The child's change in needs was not anticipated by staff and this meant they were unable to ensure the child's safety. The child left in an unplanned way; however, the staff supported the child well. Despite the unplanned ending, the staff worked effectively with mental health practitioners to request support for the child. Staff understand the importance of working together with external agencies in the best interests of the child.

In June 2022, one child moved into the home and is currently the only child living at the home. The child has a local school placement. Staff have worked effectively with education staff to improve the child's school attendances. When the child has not attended school, the staff ensure that educational activities are provided.

Children's interests are supported. During the summer holidays, staff have fully supported the child's interest in fishing. Staff ensure that he goes fishing regularly and has the equipment he needs to pursue his hobby. Staff have supported the child during the night, so that he can go night fishing. The child is animated about this hobby and clearly excels at it. Staff encourage other hobbies such as landscape gardening. The child has created a small pond and wildlife area in the home's garden. Engaging the child in a variety of activities creates feelings of positive well-being. This also helps to encourage the child's emotional, social and intellectual growth.

Staff recognise that since he moved to the home, the child is more able to listen to staff guidance and reflect on his actions. This increase in reflection has allowed the child to feel more settled in his day-to-day life.

The staff have established positive relationships with the child. Interactions between the staff and the child are warm and supportive. This enables the child to express his feelings and develop a sense of belonging.

### **The safety of children**

There have been a number of incidents that include fires and damage to the home. At times, staff have not been able to manage these risks. There have been occasions when staff have been unable to de-escalate children. Although some incidents have been managed well, other incidents have led to staff calling the police to assist. In addition, there has been significant damage to the home. Failure to manage challenging behaviour places children and staff in unsafe situations. Since one child has moved out of the home, these incidents have reduced.

Children do not go missing from the home. When children have walked away, they are followed by staff and successfully encouraged to return.

One physical restraint has been used since the last inspection. This was reasonable, proportionate and appropriately recorded.

Staff have improved their assessment of risk. The children's risk assessments refer to known and emerging risks and are routinely updated. Staff awareness of children's main risks and how these are managed has improved. This increased awareness and improved management of risk helps to keep children safe.

Staff take time to discuss matters that are important to children. Staff use key-working sessions as a way to improve children's understanding of how to keep themselves safe.

There is broken glass in the grounds of the home. A child was outside with no shoes on. Failure to ensure the grounds are free of hazards increases the likelihood of injury. A broken window was boarded up, areas of the home had been replastered and repainted and remain unfinished. This has led to an unhomely feel.

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

A manager has been appointed. However, she does not intend to register with Ofsted.

Four of the five requirements raised at the last inspection have been met. There are improvements in the assessment of risk, the recording of restraint and the matching of children.

Staff said that they feel supported by the manager. They receive regular supervision from the management team. Staff recognised the benefits of supervision for their roles.

There are five permanent members of staff. Due to staff shortages, agency staff have been used. There is currently a recruitment drive to employ more staff. However, on two occasions the staffing consisted of only agency staff. On one of these occasions, one of the agency staff members worked without the relevant safe recruitment checks being made. This places children at increased risk, as potentially unsuitable staff could be working at the home. Shortfalls in recruitment practices were raised at the last inspection.

Staff rosters do not accurately reflect who has worked at the home. This fails to provide a transparent record to refer to should any queries arise.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2022	Full	Requires improvement to be good
14/11/2019	Full	Good
12/06/2018	Full	Good
08/08/2017	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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(xi))</p>	30 September 2022
<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 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)(d))</p>	30 September 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>	30 September 2022

<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>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))</p> <p>In particular, ensure that all relevant checks have been made on agency staff before they work at the home.</p> <p>This was raised at the last visit and is restated.</p>	
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))</p> <p>In particular, ensure that an accurate record is maintained of the staff that have worked at the home.</p>	<p>30 September 2022</p>

## Children's home details

**Unique reference number:** 1228092

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

**Registered provider:** PSS Care Group Limited

**Registered provider address:** 284 Chase Road, London N14 6HF

**Responsible individual:** Frederik Booysen

**Registered manager:** Post vacant

## Inspector

Lianne Bradford, Social Care Inspector

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