

1232649

Registered provider: Artemis Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. The home can care for up to five children who have emotional and/or social difficulties.

The inspectors spoke with three of the five children who live in this home.

The manager has been registered with Ofsted since 1 April 2020.

Inspection dates: 7 and 8 September 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2021	Full	Good
24/09/2019	Full	Good
18/09/2018	Full	Good
30/01/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress. Staff know the children well, which means they understand how to support the children to make positive changes in all aspects of their lives. Staff consistently have high aspirations for the children. One child said, 'They are my family.' Another child said, 'Staff are on your back but it's because they care.'

Staff advocate well for the children to ensure that the children's health care needs are met and reviewed on a regular basis. Children are educated about healthy lifestyles and making healthy choices, which includes promoting and supporting the children with their sexual health.

Children's education needs are known and understood. While the staff are aspirational for the children, and exhaust all of the opportunities available to them to support the children to work towards their individual goals, not all of the children are in education, employment or training.

Children are supported well when they move into the home. Introductions are led by the child's needs, and the staff take their time to get to know the child. Children already living in the home are involved in the process. This makes the new child feel welcome. However, the children's guide is lengthy and complicated. This may deter children from fully reading and understanding its contents, and therefore prevent them from having access to important information about living in the home.

Children who move out of the home are supported well by the staff, who they often stay in contact with. These ongoing relationships enhance the children's support network.

Children enjoy nurturing and trusting relationships with those who care for them. These trusting relationships enable the children to tell the staff about aspects of their lives that they are unhappy about. The staff support the children well during these times and advocate strongly for them to ensure that they do not miss out on important events.

Children are encouraged to develop positive relationships with each other. They enjoy spending time together, taking part in a wide variety of activities and going on holiday. Children also develop friendships with other children who do not live in the home. Staff support these relationships well by getting to know the families of these children.

Staff recognise and celebrate children's individuality. Staff support the children to explore their sexuality, and they identify groups and festivals that the children can attend. This provides the children with independent support. Staff help the children

to practice their faith and forge links with local multi-faith and multi-cultural communities. As a result, the children develop a sense of belonging in the home and in their wider community, and this helps them to broaden their support networks.

The manager encourages the children to share their views freely within the home. Children have access to an advocate and attend regular children's meetings. Children are informed of the outcome of any requests that they make, which means that they feel listened to. However, the language used to record these meetings is not always easy to understand. This prevents the children from having access to a clear record of their discussion. Some of the language used in these records may stigmatise children. This has the potential to undermine the children's positive relationships with the staff if the children were to read these records.

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

Staff understand the risks that the children face, and they respond appropriately in order to keep the children safe. The staff and the manager respond quickly to any changes in the children's behaviour, amending the child's safety plan to support the child to be safe. When the manager recognises that external factors prevent the staff from keeping a child safe, she responds quickly and escalates any concerns. Risks to the children reduce because of this.

Staff rarely use physical interventions with the children, or search the children's bedrooms. These practices are only carried out when it is necessary to keep the children and others safe. The children are spoken to after their bedroom is searched, or a physical intervention has been used, so the children understand why these actions are necessary.

Children are supported to understand the outcome of their complaint, which means that they feel listened to. Any allegations made by the children about the staff are investigated appropriately, and there is a clear record of the outcome. However, on one occasion, the manager has failed to notify Ofsted of an allegation that a child made against a staff member. This oversight prevents Ofsted from being assured that the manager has taken the necessary action to safeguard the child.

Children are helped to understand the consequences of their actions. However, the manager has failed to identify when financial sanctions are ineffective, and she has not implemented a more restorative approach. This oversight prevents the children from being given other opportunities to learn from their behaviour so that they can manage this more effectively.

The effectiveness of leaders and managers: good

The manager and her deputy show a strong commitment to improving the outcomes for the children in their care. The manager leads by example, which is seen by the good level of care that the staff provide to the children. The home has a stable staff team, which is a testimony to the manager's leadership. The staff and the children talk about the home being a caring place.

The manager is aspirational and challenges services if they are not meeting the children's needs. One professional describes the manager as 'tenacious'. The children can easily approach the manager with any requests that they may have, which are addressed appropriately. One child said, 'She [the manager] gets things done.'

The manager promotes a culture of learning. Individual supervision, group supervision and team meetings are used as opportunities for reflection and staff development. When children's needs change, or new risks are identified, training is provided to support the staff to help to keep the children safe. The manager has good links with specialist services, and the knowledge gained from experts is used to improve staff practice. The manager invites staff and managers from other homes to her training and development days, to promote consistent and effective safeguarding training across the organisation.

The manager regularly reviews any changes to the home's local environment. She achieves this through proactive partnership working with external agencies. This information is then used to evaluate newly identified risks or consider where risks have decreased, which then informs the children's risk assessments.

Generally, recording is clear, and the manager has review systems in place to track the completion of tasks by staff. However, the manager's oversight of the recording of the administration of medication is inconsistent. While an investigation was completed into one shortfall that the manager identified, the manager did not identify errors in the records predating this investigation. Therefore, the manager cannot be satisfied that medication is being safely administered and disposed of.

Commissioners, parents and children are prevented from having a detailed understanding of what the service has on offer as the statement of purpose does not contain all of the required information to meet regulation 16. Some information is confusing and is unclear, such as how the staff approach the need to hold children to keep themselves and others safe.

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
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)) In particular, the registered person must ensure that the statement of purpose contains: details of who to contact to complain and how to contact them; details of how to access the complaints policy; details of how to access the home's child protection policies or behaviour management policy; and the name and work address of the registered provider, the name and work address of the responsible individual and the name and work address of the registered manager. The registered person must ensure that the statement of purpose contains details of the staffing structure of the home, and any criteria used for the admission of children to the home, including any policies and procedures for emergency admissions.	1 October 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, the registered person must ensure that the details of any medicines kept for the child in the home, including details of the administration of any medicine to the child, and the disposal of any medicine are recorded.	1 October 2022
The registered person must notify HMCI and each other relevant person without delay if—	1 October 2022

there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	
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Recommendations

- The registered person should ensure that the children's guide is age appropriate, provided in an accessible format and explained to each child to make sure they understand it. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.21)
- The registered person should ensure that any sanctions used to address poor behaviour are restorative in nature and help the children to recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. In particular, the registered person should regularly review sanctions to evaluate their effectiveness. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered manager should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. In particular, consideration should be given to this recommendation when documenting children's meetings. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1232649

Provision sub-type: Children's home

Registered provider: Artemis Support Limited

Registered provider address: 17 Queens Lane, Newcastle upon Tyne NE1 1RN

Responsible individual: Kerry Duerden

Registered manager: Emma Lewis

Inspectors

Julia Hagan, Social Care Inspector

Laura Grundy, Social Care Inspector

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