

1232649

Artemis Support Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to five children with emotional and/or behavioural difficulties. It is operated and managed by a private provider. The manager registered with Ofsted in April 2020.

Inspection date: 9 February 2021

This monitoring visit

The home was last visited in September 2019. This visit was carried out in response to safeguarding notifications received by Ofsted, which highlighted potential breaches of regulation. Following this visit, no serious or widespread concerns were found.

Children benefit from positive relationships with staff. A young person commented, 'Staff are great. They have taught me to be myself, how to live and how to relax. I am safe and happy here. There is nothing I would want to change.'

Children's care plans and risk assessments are individualised, and they identify the areas where help and protection from staff are needed. Targeted key-work sessions provide opportunities for children to discuss worries and concerns with their key workers. This helps to better protect children. Furthermore, it provides opportunities for children to celebrate their progress in line with their set targets.

The manager has good monitoring systems in place to ensure that children live in a healthy environment. She regularly reviews risk assessments, including risks associated with COVID-19 (coronavirus). This is to ensure that everyone in the home understands and follows government guidance. Subsequently, children have remained healthy throughout the period of the pandemic.

The manager investigates complaints received. Part of that process includes speaking with children about their experiences. Records of complaints do not clearly reflect the outcome of complaints. This includes the complainant's views in response

to the manager's actions. This means that children, parents, stakeholders and the regulator are not provided with sufficient details to be reassured that matters are resolved effectively for children.

When children go missing from the home, staff take steps to ensure their safe return. This includes notifying the relevant agencies, recording the steps taken to locate children and providing children with opportunities to speak to an independent adult on their return. There is an isolated incident where staff located a child during an incident when they were missing from care, but they were unable to return the child home due to transport issues. Ineffective contingency planning does not provide children with consistent care to aid their protection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2019	Full	Good
18/09/2018	Full	Good
30/01/2018	Full	Good
22/11/2016	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, and the 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(ii)) In particular, the manager should ensure that there is contingency planning in place to safely return children home following episodes of going missing from care.	10 March 2021
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. The registered person must supply to HMCI, at HMCI's request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in response to each complaint. (Regulation 39 (1) (3) (5)) In particular, the manager should develop an effective system to manage and record complaints. This includes recording the outcome of any complaint, actions to be taken and the complainant's response regarding the outcome.	10 March 2021

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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, Northumberland NE1 1RN

Responsible individual: Charles Tosan

Registered manager: Emma Lewis

Inspector

Jacqueline Tate, Social Care Inspector

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