

1234990

The Percy Hedley Foundation

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated and managed by a private provider. It offers care and accommodation for up to 14 children who may have physical disabilities, learning disabilities and/or sensory impairment. The accommodation consists of a residential unit and a three-bedroom cottage.

Inspection date: 10 March 2021

This monitoring visit

Due to the restrictions in place relating to COVID-19 (coronavirus), this visit was carried out off site. The visit was undertaken to investigate potential breaches of regulations, following information being shared with Ofsted in notifications that indicated a potential risk of harm to children. The visit included a review of documents, a virtual tour of the building and discussions with staff, families and relevant professionals.

An outbreak of COVID-19 in the home has caused a significant number of staff absences during the past two months. This has led to children receiving inconsistent care. Staffing pressures mean that staff have worked extra hours to cover shifts, and have not been able to take their annual leave. During this difficult period, there has been a reliance on agency staff to provide cover. However, this has gradually reduced as core staff have returned to work. One member of staff said that they were 'amazed' by how the staff had coped.

The manager and senior leaders are recruiting to increase the size of the staff team in the home. New staff receive an induction which helps them to prepare for working with the children. Staff spoke positively about the induction process, including online learning and shadowing experiences. One member of staff said their induction has been 'really good and thorough'. This has helped them to understand the children's needs and how to meet them.

Staff supervision is not up to date. Cancelled sessions mean that staff experience long gaps without formal supervision. The manager is aware of this and has a plan in place to address this shortfall. Staff say they feel supported and are confident about asking for management advice when this is needed. However, the lack of staff supervision impacts on reflective practice and the manager's ability to review the care that children receive.

Due to the national restrictions in place because of the COVID-19 pandemic, children are not able to access activities in their community that they usually enjoy. This continues to affect how they feel. The staff provide the children with activities within the home, for example helping a child set up their own nail bar. The staff have continued to support children to keep in touch with important people in their lives. One parent, when describing time with their child, said, 'It did us all some good and gave my son a boost.'

The home environment has improved. Freshly painted walls and new furniture have made the home brighter and more comfortable for the children. Rooms are personalised with children's possessions, soft furnishings and pictures. This means that the children are surrounded by familiar things which help them enjoy living in the home.

The manager is motivated and committed to raising the quality of care that children receive. She has a clear vision for the home. The monitoring systems, which were in their infancy in previous inspections, are being used. These systems help the manager to identify shortfalls in the care that children receive, and help to address them.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2019	Full	Requires improvement to be good
12/06/2019	Full	Inadequate
01/08/2018	Full	Requires improvement to be good
22/05/2018	Interim	Declined in effectiveness

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, 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 registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	10 April 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: 1234990

Provision sub-type: Children's home

Registered provider: The Percy Hedley Foundation

Registered provider address: Percy Hedley School, Forest Hall, Newcastle upon Tyne NE12 8YY

Responsible individual: Lisa Deane

Registered manager: Margaret Laidler

Inspector

Catherine Heron, Social Care Inspector

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