

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 and/or young people who may have physical disabilities, learning disabilities and/or sensory impairment. The accommodation consists of a residential unit and a three-bedroom cottage.

Ofsted is aware of the challenges that the COVID-19 (coronavirus) pandemic is currently posing to those we inspect and regulate. During the visit, the inspector took into consideration the measures taken to manage risks of COVID-19 in the home, in particular the impact on young people seeing their family and accessing activities in the community.

Inspection date: 14 December 2020

This monitoring visit

A monitoring visit was carried out on 9 September 2020 and identified a number of shortfalls relating to the safety of children. A compliance notice and a restriction of accommodation was issued. A monitoring visit on 27 October 2020 found that the provider had acted to address the issues and several notices were considered to be met. However, during both visits, it was found that the manager's internal monitoring arrangements were ineffective.

In response, Ofsted issued a further compliance notice which set out steps that the provider needed to complete. The provider was to address the matters in the compliance notices no later than 13 December 2020.

This visit was carried out to monitor the action taken by the provider in response to the compliance notice. The visit took place off-site.

The inspector found that the provider had completed all the steps in the compliance notice.

The manager has implemented a number of monitoring systems to review the quality of care that young people receive. The manager is using a new computer system which helps her to gather data quickly. If the manager identifies shortfalls in the quality of care, she takes effective action. For example, the manager contacts agencies for important documents which are missing from young people's files.

The senior leadership team supports the manager. By working together, they understand the needs of the service and what improvements are required. They share information through a weekly management report. Staff speak positively about the leadership in the home. They feel supported and say that the changes are having a positive effect on the quality of care provided to young people. A parent said the manager is 'changing things for the better'. A social worker said the manager is 'working really hard, I have every confidence in her'.

Staffing continues to be a challenge, however there has been a reduction in the use of agency staff. The manager plans so that staffing shortages are identified early. When agency staff are needed, the manager uses staff who are already known to the young people and who understand their needs. This helps to ensure that young people receive consistent care.

There has been a reduction in medication errors. The staff rota clearly identifies who is responsible for administering medication to children and young people. This helps staff to be prepared for the medication round and understand their roles and responsibilities. This means the risk of medication errors has reduced.

When there are concerns about staff behaviour, an investigation takes place. The manager considers the impact of the concerns on young people. She keeps up to date with the progress of investigations and uses the findings to address practice issues. This helps to keep young people increasingly safe.

Staff encourage the young people to have fun and they are looking forward to Christmas time. The home is decorated with Christmas trees and paintings on the windows. Young people have participated in festive crafts which are on display around the home. Due to the COVID-19 pandemic, young people have missed spending time with their family. Staff have found ways to promote family time and, where possible, are helping young people visit loved ones at Christmas. This means young people can enjoy the festive celebrations with people who are important to 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

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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