

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 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.

The home would usually accommodate up to 14 children and/or young people. Failings were identified in a monitoring visit in July 2020. This meant that the home was issued with a restriction notice, which prevented more than 10 children from living in the home.

At the inspection on 9 September 2020, further failings were identified. In particular:

- frequent medication errors place children at risk of harm
- children's risk assessments are not always followed
- the manager's internal monitoring arrangements are ineffective
- some staff do not have the skills and experience to meet the needs of the children.

In response, Ofsted issued compliance notices, and the restriction of accommodation remained in place. The provider was to address matters in the compliance notices no later than 25 October 2020.

Ofsted is aware of the challenges that COVID-19 (coronavirus) 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 that this has on staffing arrangements and young people's access to their usual activities in the community.

Inspection date: 27 October 2020

This monitoring visit

During a monitoring visit on 27 October 2020, carried out by Cath Heron, social care regulatory inspector, it was found that the provider had acted to address shortfalls. However, some steps of the compliance notices had not been met.

The inspector found that the registered manager had failed to effectively use monitoring and reviewing systems in the home. As a result, she did not have a thorough overview of practice and the quality of care provided to children. This has prevented the registered manager from making all the necessary improvements which had been identified previously.

Staffing continues to be a challenge, so sometimes young people are cared for by agency staff. Young people are less familiar with these staff, and sometimes it unsettles them. To increase staffing capacity, the registered manager is actively involved in the day-to-day care of young people. However, this affects her ability to fulfil other duties.

The provider has ensured that more staff are trained in how to administer medication. This means that young people receive their medication from staff who are suitably qualified. However, the staffing rota does not consistently identify which staff are responsible for administering medication. This means that staff are not prepared for the medication rounds, leading to confusion, and reducing the staff caring for young people. This means that young people are at risk from medication errors.

The registered manager is being supported by the responsible individual who has recently joined the company. They are working together to introduce changes in the home which benefit young people. For example, the home is being divided into three hubs. Young people will live in their hub and receive care from a designated staff team that knows them well.

Young people have positive relationships with staff. When they need help or reassurance, staff respond appropriately using communication skills which young people understand. This means that young people form trusting relationships with staff and can depend on them to meet their needs. A staff member used sign language to help a young person communicate with the inspector. The young person expressed that they liked living in their home and are happy about their room being painted.

Staff said that they are supported to care for young people and feel positive about plans to develop the home. They have received additional training, for example in safeguarding children. This has helped to embed safeguarding procedures in the home, so staff know what action to take if an incident occurs.

The quality of some children's risk assessments has improved. This means that risks to children are recognised, and strategies to manage risks are clear. The inspector observed staff following risk assessments and carrying appropriate medical equipment, so they were prepared to respond if a young person needed urgent treatment.

Improvements have been made to the home's conditions. Hazards identified in a previous inspection have been rectified. Fresh paint and refurbishment in the home mean that it is more comfortable for the young people who live there. Young people's bedrooms are being personalised with their favourite colours, football teams and pictures.

Due to COVID-19, there are fewer activities available for young people to access in their community. Local restrictions mean that they are not able to visit places in a large group. Staff use creative ideas to help young people have fun, for example going for a walk to collect leaves and make a picture, or a ride on the bus followed by ice cream.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h)) *	13/12/2020
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Reg 23 (1)(2)(b)(c)) In particular, the person responsible for administering medication should be clearly identified on the staff rota.	13/12/2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to—	13/12/2020

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child. (Regulation: 13 (1)(a)(b)(2)(c)(d))	
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*These requirements are subject to a compliance notice.

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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