

1256500

Registered provider: North Yorkshire Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a local authority. It provides a short-break service for up to six children with learning disabilities, physical disabilities and sensory impairments. The service offers care packages for 17 children. One child receives a shared care arrangement, and three children are living in the home.

Four children were staying in the home overnight at the time of the inspection and three children spent time with inspectors.

The appointed manager has applied to register with Ofsted.

The inspection started on 12 and 13 August 2025. The inspector returned on 10 September 2025 to gather additional evidence in line with 'Ofsted inspections and visits: deferring, pausing and gathering additional evidence policy'.

Inspection dates: 12 and 13 August 2025

Gathering additional evidence inspection: 10 September 2025

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: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection:

An assurance inspection took place on 20 June 2025 to address specific concerns or allegations received by Ofsted. The inspector identified serious but not widespread concerns in relation to the care or protection of children at this assurance inspection. As a result of the shortfalls identified, a case review was held on 24 June 2025 and a decision was made to issue a compliance notice under regulation 12.

A full inspection and monitoring visit took place on 12 and 13 August 2025 and at a subsequent case review it was agreed that the compliance note issued under regulation 12 was met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
21/11/2023	Full	Good
02/11/2022	Full	Requires improvement to be good
11/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The care and support offered to children is individualised and reflects the diverse needs of the children. The needs of each child are clearly recorded in their plans, which ensures that staff working with the children understand them. Children who are receiving short breaks and children living in the home have detailed plans. These are developed collaboratively with professionals to ensure that the focus is on the children at the centre.

There have been recent admissions of children to the home. This has brought change for the staff working in the home and the children. Managers and staff have reflected on the changing needs of the children and supported the team to find new ways of working to minimise risks and work in a trauma-informed way.

Staff working in the home show great care and commitment to the children. They are proud of the children's achievements. Children respond well to the warmth and nurture that staff provide. Children build trusting relationships because of this and enjoy spending time in the home.

Staff are attentive to the complex health needs of children and ensure that they have the most up-to-date information for children whose needs are changing. They work closely with health and education professionals to achieve this.

Children are supported through their life changes. Children have sometimes moved into the home with little notice. Staff have worked with other agencies to gather essential information and to get the right support and equipment in place for each child.

Staff support children to become more independent and sensitively involve children in decisions around their care. They take into consideration each child's age and understanding when doing this. Children are encouraged to share their views, and staff are strong advocates for them.

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

Managers have reflected on and responded to concerns around the impact of children staying together and how this has affected other children in the home. Managers have provided training to staff around trauma-informed approaches to care in response to this.

The manager ensures that there are safety plans in place for children. The manager also seeks specialist advice to support the development and review of children's individual plans and assessments. Managers are open to support and challenge from partner agencies to strengthen these plans. The plans give staff clear instructions to support the children.

Staff are supportive, empathetic and calm when dealing with children who are upset. This means that physical intervention is rare. After any incident, staff help children through the use of storyboards to reflect on the incident. Learning from this is shared with staff and added to children's plans. Management oversight helps to monitor the effectiveness of staff practice.

The number of incidents where a child has been at risk from another child in the home has reduced. Staff have helped with this reduction by carefully managing the environment and planning activities to reduce the risks.

The manager and staff worked quickly when they identified that a child may be at risk of radicalisation. The staff made appropriate referrals, and the manager sought advice from specialist workers to increase their knowledge and skills. Staff have open discussions with the child so that they understand the risks and learn to keep themselves safer.

New therapeutic easy-read plans have been developed for one child, but these are not dated or signed. This makes it harder for staff to know which information is current and relevant.

Information management for the recruitment records of newly appointed staff does not consistently enable the provider to demonstrate safe recruitment practice. The responsible individual has a plan to address this, but this has yet to be fully implemented.

Managers and staff take appropriate action when they notice injuries on a child. Safeguarding procedures are followed. Incident records are completed and parents and relevant professionals are notified so that there is a coordinated safeguarding response. However, records do not describe how incidents have been concluded after being escalated to a child's social worker.

The effectiveness of leaders and managers: good

The newly appointed manager takes their role seriously and is a persistent advocate for the children in their care. The manager and leaders in the home have a detailed understanding of each child's needs and their life experiences. The manager also has a clear vision of the quality of care that they want to provide in the home, supporting children to achieve all that they can. Managers and leaders work closely and effectively together.

Staff in the home feel well supported by their managers through regular, reflective supervision and the manager's open-door policy. Staff understand their roles and responsibilities towards the children and enjoy their roles.

The manager understands the strengths and areas for development in the home and has made improvements during a busy period. Leaders and managers have taken decisive

action to ensure that children's needs are met and support options that consider children's feelings have been thoughtfully considered and explored.

The manager has built positive relationships with professionals involved in the care of the children. The manager updates supporting professionals regularly and contacts them if the children need anything. Staff in the home are persistent when communicating with professionals, particularly if they have not received a timely response.

Staff receive various training opportunities to support them in meeting all children's needs, and managers are active in identifying new training needs and seeking this training. Not all staff have completed the required qualification for their role within the timescales, and some staff are still waiting to be enrolled.

The manager listens to children's views, but these are not clearly captured, or their experiences evaluated, in the quality-of-care report.

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 must comply within the given timescales.

Requirement	Due date
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (1) (2)(a) (3)(b) (4)(a)(b) (5)(a)) This requirement has been restated.	30 September 2025

Recommendations

- The registered person should ensure that the quality of care review they complete gathers feedback from the children and evaluates their experiences living in the home and the impact the care is having on their outcomes. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)
- The registered person should ensure that the recruitment of staff safeguards children and minimises potential risks to them, including having two written references on file. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that case records for children are signed and dated by the author. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should ensure that the system for recording injuries demonstrates how concerns have been concluded. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.15)

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: 1256500

Provision sub-type: Children's home

Registered provider: North Yorkshire County Council

Registered provider address: County Hall, Racecourse Lane, Northallerton DL7 8AD

Responsible individual: Gemma Sheader

Registered manager: Post vacant

Inspectors

Carol Jagger, Social Care Inspector

Nabeel Hussain, Social Care Inspector

Aaron Mcloughlin, Social Care Inspector – second inspection

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