

2502176

Registered provider: Meadowfield Nueva Vida NE Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for up to three children who experience social and emotional difficulties and who may have learning disabilities.

There has been no registered manager at the home since 8 October 2023. The current manager is in the process of registering with Ofsted.

Inspection dates: 12 and 13 December 2023

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2022	Full	Good
20/04/2021	Full	Good
27/11/2019	Interim	Declined in effectiveness
30/04/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are looked after by a caring and enthusiastic staff team. Staff make it feel like a nurturing home by adopting a therapeutic parenting style. Staff said that the children are at the heart of the family. Even when staff are managing difficult situations with the children, they speak about them in high regard. This enables children to feel loved and cared for by supportive adults.

Children contribute to the home decor and environment. Staff listen to children's suggestions. One child has helped to design the kitchen. Children also have personalised bedrooms. There are photos of the children and their achievements throughout the home. This allows children to live in a comfortable home that is tailored to their needs.

Children access education in line with their presenting needs. When difficulties in education arise, adults advocate for the children. This has led to one child's verbal communication progressing. Additionally, managers request specialist support, such as education, health and care plans for children. This enables children to get the necessary support to fulfil their academic potential.

Children access an extensive number of activities and opportunities. Staff and managers tailor activities to children's specific interests. This is particularly to celebrate their achievements. Children speak about the opportunities they have had, such as attending music concerts. The photos of the times spent with staff at the home or out on activities are presented in memory books. This makes sure that children have quality memories of their childhood and life at the home.

Children spend time with people who are important to them. Staff explore ways to make family time a quality experience for children. This includes staff communicating with parents and others to promote consistent time for the children with their family and friends. When children experience loss, staff support and help children to remember their loved ones.

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

Staff support children's physical and mental health needs. They receive specialist training and advice for the children's specific health and emotional needs. Managers recognise the children's risks and vulnerabilities, which they outline in individualised and up-to-date risk assessments. These provide strategies for staff to follow and equip them with the knowledge and skills they need to meet children's health and well-being needs.

When children make allegations about staff's conduct, leaders and managers respond swiftly. Thorough investigations take place, and the management team takes disciplinary action to address any shortfalls. This also includes staff who stop

working at the home. This demonstrates to children that they are listened to and cared for by safe adults.

The open communication between the staff with parents and professionals supports multi-agency working and collaboration with parents to best support children. Social workers and parents speak positively about the care provided by staff and say that staff understand and have the skills to meet children's needs. When speaking about their child, one parent said, 'Staff are marvellous with her.'

Staff rarely use physical intervention, and staff only hold children to keep them and others safe. Staff use a range of de-escalation skills first to ensure that holds are a last resort. Managers ensure that discussions take place with children and the staff involved. Furthermore, there is good management oversight of these incidents. Therefore, managers and staff can reflect on the use of holds to identify any learning and actions for staff.

Staff rarely use consequences as there is a focus on restorative practice of 'giving back'. Staff explore triggers that may cause the behaviours and have discussions with children to encourage them to think about their actions and the impact on others.

The effectiveness of leaders and managers: outstanding

Leaders and managers are inspirational and have created a positive working culture. They know the children well because they spend time getting to know them. The manager recognises that to support children to a high level, staff need to feel valued and supported. Managers and staff share the same values and want to provide the best quality of care for children.

Staff show their dedication by working extra hours to provide increased support when needed by children. This ensures that there is consistency of care as no agency staff are employed to care for the children.

Leaders and managers ensure that staff access a comprehensive training package. The manager's auditing system identifies when staff training is due so that training remains up to date. Staff attend specialist training to support children's changing needs. This ensures that staff have the skills and knowledge to provide safe and effective care.

Staff said that they receive a high level of support from leaders and managers. Staff receive regular reflective supervision. This promotes children receiving care from valued adults. One staff member said:

'I feel incredibly supported by management, their door is always open and the love and care we put in every day for our young people can be felt from the very top, cascading through each aspect of the company.'

The manager has highly effective monitoring and auditing tools. This means that issues identified are promptly actioned. The managers work well together and are fully aware of their strengths and areas for development. This promotes the continued dedication to improve outcomes for children.

The manager has high ambitions for the children. She strives to ensure that they have what they need and deserve. This includes the managers escalating concerns with external agencies when shortfalls arise. The responsible individual is tenacious and continues to raise challenges until a solution is in place. This supports children receiving the support that they need from partner agencies.

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: 2502176

Provision sub-type: Children's home

Registered provider: Nueva Vida NE Limited

Registered provider address: 20 Oakwood Gardens, Gateshead, Durham NE11 0DD

Responsible individual: Kathryn Cowen

Registered manager: Post vacant

Inspectors

Jess Elliott, Social Care Inspector

Tina Ruffles, Social Care Inspector

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