

2530253

Registered provider: Right-Trak Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by an independent provider. It provides care for up to five children who may have social and emotional difficulties and learning disabilities.

There were three children living at the home at the time of this inspection.

Inspection dates: 17 and 18 June 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2024	Full	Good
31/07/2023	Full	Good
15/11/2022	Full	Good
16/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have meaningful and trusting relationships with the adults who care for them. Staff are invested in helping the children to flourish. They are affectionate towards children, offering children nurture, warmth and consistency. This helps children to feel well cared for and safe living in this home.

Children make progress in all aspects of their lives because of the care they receive. One professional said, '[Name of child] is a different child since moving to the home.' Furthermore, the manager takes the lead on providing professionals with the right information for referrals when children require specialist assessments, helping children to get the right diagnosis.

The environment is homely and enriched with photos of the children and staff. There is ample space for children to live and relax, as well as toys, games and books for them to enjoy. The children's bedrooms are brightly coloured and personalised, giving children a sense of comfort and belonging. The outside area offers children lots of space and a variety of outdoor equipment to enjoy. In addition, children are encouraged to grow their own vegetables, giving them a sense of achievement.

Staff identify when certain factors impact the children's health. For example, staff tracked what one child was eating to rule out what foods triggered their allergies, giving the child a better experience day to day. Staff help children explore ways of staying healthy with a well-balanced diet and regular exercise. Furthermore, the children's emotional well-being improves because they have regular support from a clinical psychologist. This expert supports staff with strategies to help children daily. When they are feeling anxious, children have access to a 'worry bench'. This helps staff to identify if a child is needing to talk about their feelings. As a result, children are happier and healthier.

Children are encouraged to participate in the local community. Children attend a youth club and a trampoline club. These enjoyable experiences help children to make friends and develop their confidence and social skills.

Staff help children to spend time with their loved ones. Staff keep family members well informed about the children's progress and experiences and offer parents support when needed. One professional said, 'They are able to provide and support more family time than the local authority can offer.' This shows children that staff care about their family too.

Children attend school full time. Staff help them to complete their homework, read and write better, and one child has been supported to complete their exams. One child's gross motor skills have been improved from using play equipment and grip toys. When children are preparing to move to secondary school, the manager visits lots of schools to

make sure the right setting is identified for the child. One professional said, '[Name of manager] pushed the professionals to make sure the right plan has been put in place for [Name of child].'

Individualised routines provide children with important structure to their day. The children have a say in how this should look. Children have access to self-soothing resources as part of their evening routines, which support the children to relax and settle. Staff sit outside children's bedrooms on an evening until children fall asleep. This helps the children's nighttime worries to reduce, and children sleep better.

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

The manager and staff understand the children's complex needs. Risks and incidents for children are reducing because staff take effective action to identify why children have incidents. This helps the manager to review the strategies used, so they remain responsive to the children's needs. Strategies are sensory led and effective at calming children. Staff help children learn by involving them through reflective conversations and play. As a result, children are more settled.

Physical interventions have reduced. When holds are needed, staff use them as a last resort. Staff complete work with children through speaking to them or supporting them to write down their feelings after an incident. This helps children understand that staff are there to keep them safe. In addition, staff use rewards and incentives to encourage children to be kind to others. The rewards and incentives are led by things that the children want and have helped children to improve their behaviour.

Concerns raised about staff practice are investigated thoroughly by the manager, who takes effective action to safeguard children. Information is shared with the relevant professionals and the local authority designated officer when concerns are raised. Professionals comment on how effective the manager is at investigating allegations. Following any concern, children are helped to rebuild relationships with staff, at a pace that is best for the child.

The manager ensures that safer recruitment checks are completed before permitting new staff to work in the home. This reduces the risk of unsuitable people working with children.

The staff are aware of their safeguarding responsibilities. This is because leaders and managers ensure that staff are equipped with the knowledge and skills to recognise and respond to unsafe situations.

The effectiveness of leaders and managers: outstanding

The manager is a confident and influential leader, who leads and inspires a child-centred culture. She is acceptive and deeply aware of the children's needs, constantly striving to improve the children's lives and plan for the children's futures. The manager leads by

example and communicates to the staff team her high aspirations. The manager is actively involved in the delivery of the day-to-day care and constantly seeks the children's views. Children know they are important to the manager and the staff follow her lead. This means children have better outcomes and their needs are constantly put first.

Leaders and managers have comprehensive monitoring systems. The manager constantly reviews plans for children to ensure that these are working, to evaluate the children's progress and identify patterns to help improve the children's outcomes. For example, for one child, the manager researched the benefits of attending a certain sport to see if this would suit the child's needs to help build their self-esteem. This child's incidents have reduced. The child has been supported to develop their discipline and self-esteem.

Strong and aspirational leadership ensures that the staff receive training, guidance and support to undertake their roles and duties to a high standard. New staff who come to work at the home are well prepared with a comprehensive induction. A thorough process is followed to help them to understand the children's plans and routines before staff work on a one-to-one basis with children. The manager maintains high expectations about the level of care children receive. Because of this, staff are committed to getting things right and delivering the best care to children.

Staff feel well supported by their manager, who fosters a reflective culture in the home. Staff morale is exceptionally high. One staff member said, '[Name of manager] is always available, she picks up the phone and she will come into the home when there is an issue.' This helps staff to feel valued and important to the manager. Furthermore, the manager encourages staff to have a voice by empowering them to share their opinions and discuss what they can do better. The forums of team meetings and supervision sessions are meaningful, supportive and used to address shortfalls. One staff member said, 'When [Name of manager] does address issues, she does it in a way which helps us to understand.'

The manager constantly looks to improve processes in the home and learn from feedback. The manager and her deputy gathered the views of family members about what they would like to have known about the home before their child moved in. As a result, the manager created a 'parent's guide'. This guide helps family members to know more about the home, the manager and staff and to feel more at ease with their children living away from home.

Transition planning for children leaving the home is thoughtful and sensitively managed. On one occasion, the manager extended the notice for a child by months until the right placement was found. Children move on from the home in a planned way. The manager ensures that everything possible is done to support the child so that they feel confident in their next steps.

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: 2530253

Provision sub-type: Children's home

Registered provider: Right-Trak Limited

Registered provider address: Winovation, Houghtons Yard, Shields Road, Newcastle Upon Tyne NE6 2YP

Responsible individual: Melanie Spriddell

Registered manager: Charlotte Allan

Inspector

Laura Roberts, Social Care Inspector

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