

2594952

Artemis Support Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It provides care and accommodation for up to three children who may have emotional and/or social difficulties and/or learning disabilities.

The home opened during the COVID-19 (coronavirus) pandemic. The manager is suitably qualified and registered with Ofsted on 1 September 2020.

Due to an increase in safeguarding notifications received by Ofsted, a monitoring visit was undertaken on 17 November 2020. At that visit, the inspector found no serious or widespread concerns in respect of the protection of children.

Inspection date: 31 March 2021

This monitoring visit

This visit was undertaken to investigate potential breaches of regulations, after information in notifications was shared with Ofsted.

Due to the restrictions in place as a result of the COVID-19 (coronavirus) pandemic, this visit was carried out off site. The visit included a review of documents, a virtual tour of the building, observations of children and discussions with staff and family members.

Children are treated as individuals. Their bedrooms are personalised and they have toys and games around the home to enjoy. Observations of the children during the inspection showed that they are happy. Children have fun with staff, for example playing in the paddling pool and going to the park. This means that children live in a home where they feel comfortable.

The manager and staff know the children well and speak highly of them. They encourage the children to share their opinions and influence how they are looked

after. However, children do not have an independent advocate. This means that they do not receive independent support to share their views, wishes and feelings about the quality of care they receive.

When complaints or allegations are made about staff, investigations take place. The investigations follow safeguarding procedures and involve relevant professionals and agencies. Parents receive information about their child's well-being and incidents which have taken place. A parent said, 'The staff keep me in the loop.' This helps keep children increasingly safe.

Staffing pressures undermine the consistency of care provided to the children. Agency staff are used on a regular basis and sometimes make up more than 50% of staff on duty. Leaders and managers recognise this shortfall and are trying to recruit new staff who are suitably skilled and experienced.

The manager has not ensured that there are suitable arrangements to manage medication. The staff do not have an appropriate space to prepare medication and complete records. The cabinet that contains medication was found to be unlocked. The management oversight of medication is not thorough; therefore, errors in records are not identified promptly. This means that children are potentially at risk from medication errors.

The manager does not have thorough systems in place to track staff training and supervision. This means that staff training is not up to date and some staff have not received supervision. The absence of appropriate training and management oversight means that shortfalls in staff practice take longer to identify. This affects the quality of care that children receive.

Independent visits are completed and these form part of reviewing the care provided to children. However, reports are not submitted to Ofsted in a timely manner. This means that there is less independent oversight to assist in identifying where improvements can be made.

When there are delays in children accessing education, the manager does not challenge other agencies effectively. The staff provide the children with learning opportunities and activities at home. However, these opportunities are not structured or based on a curriculum. This reduces the progress that children make in their learning.

Recent inspection history

Not previously inspected

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— 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 have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(h))	12 May 2021
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— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them; 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	12 May 2021

a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(a)(b)(c))	
The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. (Regulation 31 (1))	12 May 2021
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (1) (4)(b))	12 May 2021

Recommendations

- The registered person should ensure that here the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home, the home must challenge them to meet the child's needs. Staff should act as champions for their children, expecting nothing less than a good parent would. ('Guide to the children's home regulations including the quality standards', page 12, paragraph 2.8)
- The registered person should ensure that all children must have access to appropriate advocacy support, and where possible this should be provided by a person that the child chooses. Children looked after are entitled to an independent advocate to advise them and ensure that they have the support needed to express their views, wishes and feelings about their care and lives. ('Guide to the children's home regulations including the quality standards', page 23, paragraph 4.16)

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: 2594952

Provision sub-type: Children's home

Registered provider: Artemis Support Ltd

Registered provider address: 17 Queens Lane, Newcastle Upon Tyne,
Northumberland NE1 1RN

Responsible individual: Charles Tosan

Registered manager: Kirsty Donaldson

Inspectors

Catherine Heron, Social Care Inspector
Michael Dack, Social Care Inspector

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