

2596897

Registered provider: Gateshead Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated and managed by a local authority. It provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, three children were living at the home.

The manager registered with Ofsted in November 2024.

Inspection dates: 10 and 11 July 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: 11 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Good
12/12/2023	Full	Good
28/07/2022	Full	Good
17/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make progress from their starting points. They live in the home for long periods, experiencing stability and a sense of security. Professionals speak highly of the quality of care afforded to the children. Staff focus on the children as individuals and promote their choices and interests. They understand the children's needs and what is important to them, ensuring that they receive personalised care. This helps children to develop their identity and self-esteem.

Children benefit from consistent boundaries and structured routines. As a result, there have been fewer instances of children going missing from home, and behaviour for all the children has improved.

Staff help children to develop important life skills. Children learn how to do their own laundry, and staff assist them with weekly budgeting and shopping. Children are encouraged to travel independently, with one child travelling to college by bus.

Children are encouraged to have new experiences and are supported by staff to participate in activities of their choice, such as attending festivals and going on ghost hunts. Staff encourage children to express themselves and use enjoyable experiences to help them build their confidence in doing so. This is helping the children's identities to flourish.

Children access education in line with their needs and are making progress. Staff support children in having volunteer jobs in their local community, helping them to have a sense of belonging while developing their empathy for others. One child has been helped by staff to attend a job interview with the hope of working part time. The trusting relationships that children have with staff are helping them work towards their goals. The manager ensures that the children's progress is praised to help encourage future success.

The manager and staff have positive relationships with the children's families, ensuring that the children spend meaningful time with those most important to them. Promoting the relationships between the children and their families has helped strengthen the children's trust in staff.

Children's bedrooms are personalised according to their wishes. However, other areas of the home require attention. For example, there are office-type hand dryers in the bathroom, and damaged wallpaper needs to be replaced. This detracts from the homeliness of the environment.

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

Staff engage children in discussions about risks. These discussions are extensive in nature and linked to children's plans. Staff have helped the children manage their emotions more safely, and the children recognise the progress they have made. This is giving children confidence to be open about their feelings and has significantly reduced incidents of self-injurious behaviour.

Staff respond effectively when children go missing from home. They follow clear procedures that guide their practice. Staff make every effort to remain in contact with children and go looking for them. The staff ensure that children are safe and well when they return, meaning they feel cared for when they arrive home.

Behavioural incidents are managed well by staff. The manager and staff seek advice from external professionals to better understand the children's needs and behaviours. Staff reflect with children following incidents to help them discuss their feelings and recognise when they become unsafe. This is helping children to develop better coping strategies. One professional said, 'Their co-regulation with children is second to none.'

Staff ensure that children can discuss any allegations or complaints they make. There are robust procedures in place to manage these, ensuring that the children are listened to and all relevant parties are informed. This creates a culture of safety for the children living at the home, knowing that they can discuss matters that are important to them.

The effectiveness of leaders and managers: good

The manager has high expectations for the children. He is focused on ensuring that the children have the opportunities and services they are entitled to. Strong and effective leadership has developed a staff team that shares the same aspirations to ensure that children have the best experiences and opportunities while living at the home.

The manager ensures that the local authority plans coincide with the home's care plans for children. This ensures that staff work towards meeting the goals aimed at helping children prepare for their future. If the manager identifies any issues with planning, he escalates his concerns appropriately.

The manager understands the home's strengths, and these are celebrated in team meetings and through the positive compliments received by professionals. Where areas for improvement are identified, the manager ensures that prompt actions are taken to address them.

Staff achieve what is set out by the manager. This has created a consistent environment for the staff to develop their practice. The manager is approachable and forms strong links with professionals to improve the outcomes for the children in the home. One professional said, 'Nothing seems to be an issue for the home; the registered manager shows great passion for helping the children.'

The manager demonstrates effective oversight of all incidents, ensuring that they are thoroughly reviewed. There is a clear process for staff debriefs and reflection. This enables staff to learn from incidents and adjust their practice if needed. This creates a culture of improvement and accountability. As a result, staff are better equipped to manage challenging situations, meaning children are fully supported.

The training programme for staff helps them to be effective in their roles. Staff can express their views on the quality of training and what would be beneficial in further supporting them. However, the organisation has not ensured that all staff have attained the relevant qualification within the required time frame, with some going significantly beyond it.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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. For the purposes of paragraph, 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; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (1) (4)(a)(b) (5)(a)(b))	5 September 2025

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs. In most cases, children's homes should be homely, domestic environments. The home must comply with relevant health and safety legislation, such as alarms and food hygiene. However, in doing so, managers should seek as far as possible to maintain a domestic rather than institutional impression. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)

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: 2596897

Provision sub-type: Children's home

Registered provider: Gateshead Metropolitan Borough Council

Registered provider address: Civic Centre, Regent Street, Gateshead NE8 1HH

Responsible individual: Lesley Thompson

Registered manager: John Crotty

Inspectors

Jess Elliott, Social Care Inspector

Gary Smithson, Social Care Inspector

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