

2602142

Assurance visit

Information about this children's home

The home is a solo provision operated by a local authority for children who have a sensory impairment, learning disabilities, mental disorders and/or physical disabilities.

The manager and the home were registered in August 2020.

Visit dates: 17 to 18 December 2020

Previous inspection date: Not previously inspected

Previous inspection judgement: Not previously inspected

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

The young person has trusting relationships with the staff who are nurturing and know how to meet the young person's needs. This helps the young person to feel secure.

Staff support the young person to take part in a range of activities that offer sensory enjoyment, specific to the young person's preference and needs. The staff adapted activities offered at the home when the restrictions in place due to the COVID-19 pandemic prevented access to community resources. This enables the young person to continue to have fun and enjoy themselves.

The young person benefits from being supported to take part in new experiences. This enables them to discover new interests, such as an appreciation for music and dancing. The support the young person receives contributes to them developing confidence to explore their surroundings, which expands their world.

The young person is supported to share experiences such as trips and days out with their family, via a closed access social media account that staff manage and regularly update. This enables the young person to be involved with the significant people in their life, promoting family connection.

Staff sensitively support the young person during personal care routines, helping the young person to feel comfortable while their health needs are being met. Staff encourage the young person to develop self-care skills, praising and celebrating the young person's progress, thus promoting a sense of achievement.

Staff promote education, supporting the young person with online learning when government restrictions mean that education is required to be delivered at home. Staff communicate with educational professionals so that the young person's needs are understood, supporting continued progression.

The safety of children

The young person is cared for by staff who understand their vulnerabilities. Staff complete daily checks, which include the young person's toys, to promote a safe environment, helping to protect the young person from harm.

Risk assessments identify the vulnerabilities of the young person and provide staff with strategies to mitigate these risks. This demonstrates that risks are understood and that measures are in place to help to keep the young person safe.

Staff demonstrate that they have good knowledge of the young person's various health needs, including those that are more complex. The young person is supported by staff who have completed training to help them to meet the young person's needs, including delivering emergency medication. The young person is cared for by staff who have the necessary skills to help them to keep the young person safe.

Staff put measures in place to reduce the risk of the young person contracting the COVID-19 virus, so that the young person can continue to spend time with their family, supporting emotional well-being.

Leaders and managers

The manager is suitably qualified and experienced for the position held. She was registered with Ofsted in August 2020 when the home was also registered.

Induction for staff joining the team is detailed and thorough. Staff meet the young person's family and relevant professionals involved virtually, prior to working directly with the young person. The young person is supported by staff who have a holistic understanding of their needs. This promotes consistent care and stability for the young person.

The manager and her team receive regular supervision, which is an opportunity to share any concerns and to discuss practical issues. Records show that supervision does not allow staff to reflect on their practice. This is a missed opportunity to develop awareness of how to make further improvements to the care that the young person receives.

The manager has effective processes in place to monitor the care that the young person receives. When the manager identifies shortfalls she challenges her staff, to raise the standard of care. Occasionally, some records have not been updated. This has not negatively affected the young person, but if staff are not provided with the most current information it may contribute to them delivering inconsistent care.

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

Recommendations

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
- The registered person must abide by Regulations 35-39 detail the records that must be kept in children's homes. All children's case records (regulation 36) must be kept up to date. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

Children's home details

Unique reference number: 2602142

Registered provider: North Tyneside Council

Registered provider address: 16 The Silverlink North, Newcastle Upon Tyne
NE27 0BY

Responsible individual: Jodie Henderson

Registered manager: Claire Webster

Inspector

Paula Kelly, Social Care Inspector

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