

2602142

Registered provider: North Tyneside Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is a solo provision. It is operated and managed by a local authority. The home provides care for one child who may have a sensory impairment, a learning disability, a mental disorder, and/or a physical disability.

During this inspection, the inspector met the child living at the home and observed staff supporting the child.

The manager registered with Ofsted in August 2024.

Inspection dates: 28 and 29 October 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

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

Date of last inspection: 15 May 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2023	Full	Requires improvement to be good
31/08/2022	Full	Good
30/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has lived at this home for several years. They are familiar with their surroundings and make independent choices about which part of the home they want to be in. Predictable care and routines have helped nurture the child's positive relationships with staff.

The child enjoys a range of activities that provide opportunities for learning and social interaction. Staff carefully support the child to have new experiences, such as a weekend holiday. This helps the child to learn and adapt to unfamiliar situations and increases their resilience to change.

The child attends school regularly following a significant period of non-attendance due to a lack of suitable provision. The child is meeting their individual targets and making good progress in their social, emotional, and behavioural development.

Staff ensure that the child's health needs are met. Staff collaborate with various health specialists to ensure that the child has appropriate health oversight and to manage lifelong conditions. Staff carefully monitor the child's diet and avoid foods that the child is unable to tolerate due to their health needs. They ensure the child has a varied and healthy diet. This means the child has a wide range of nutrients, which has helped the child to gain weight.

Staff care for the child with dignity and respect. They are child centred and sensitive to the child's routines and challenges. Staff help the child to meet individual targets and celebrate the child's achievements in 'wow' moments. This praise and encouragement help the child to make progress.

The manager and staff understand the importance of family ties. The child is supported to spend time with people who are important to them. Staff and the child's family celebrate special occasions together with the child. This helps the child to maintain significant relationships and benefit from the continuity of care.

The home is bright, comfortable, and welcoming. The child's personalised bedroom and environment are enriched with a collection of their toys. This helps the child to develop a sense of permanence and belonging at their home.

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

The manager acts swiftly when safeguarding incidents occur. The manager completes a thorough investigation and uses the outcomes to make improvements, such as specialist training for staff. This helps to increase staff's knowledge and strengthen their safeguarding practices.

Staff understand the child's risks inside and outside of the home. Risk assessments and care plans clearly identify strategies staff should use to help keep the child safe. This ensures that the child receives a consistent response to situations that they may find difficult.

The home has recently been refurbished to include safety adaptations. Staff understand the child's complex health and development needs. They safely use specialist equipment to meet the child's physical needs. Specialist equipment is maintained regularly, and new equipment is requested promptly. This ensures that the environment is safe for the child.

Staff promote routines and boundaries in the home. The stable staff team works well to provide consistent responses to any behaviour expressions. As a result, incidents of self-harm or physical holds have reduced. This reduces potential trauma for the child and helps them to maintain strong relationships with staff. However, when physical holds are necessary, staff do not consistently record information about the hold in a way that ensures the reader understands what has happened. This limits the manager's oversight of the hold.

Staff understand most of the child's needs and wants based on the communication strategies used at the home. However, the child uses a different communication method at school as directed by their statutory plans. Not all staff are trained in the preferred communication method. This means that there is a limited number of staff who can help the child to communicate. This hinders the child's ability to develop a wider range of language to support them to communicate.

The effectiveness of leaders and managers: good

The manager has brought consistency for the child, the staff, and the overall running of the home. The manager is committed to meeting the child's needs. She knows the child well and is visible to the child and staff. The manager uses her skills and experience to inform practice, for example by improving the medication arrangements for the child. Staff understand the medication procedures, which helps to ensure that medicines are safely administered.

The manager is a strong advocate for the child. She leads by example and shows determination in challenging professionals when she feels the child is not receiving the care they deserve. This has improved the child's education, health, and well-being.

The manager values the input from the family and professionals who are part of the child's network. Feedback is overwhelmingly positive, and the child's family member commented that they 'trust' and feel 'listened to' by the manager. Professionals say that staff understand the child's needs and describe the care as 'excellent.'

A high number of new staff have been employed since the last inspection, which has improved the stability in the home and the quality of care the child receives. New staff receive an induction into the home and take the time to learn the child's needs. The

manager understands the strengths and areas for development in the staff team. Staff are given 'champion' roles where they lead on a specific topic, for example education or communication. This helps staff to take ownership of their own learning and work with the team to share practice.

Team meetings are used as a forum to reflect about the child's needs and make collective decisions that benefit the child. Staff receive regular individual supervision. However, they do not receive practice-related supervision. This is a missed opportunity to help staff to reflect on and improve their practice.

The manager does not consistently follow safer recruitment procedures, for example ensuring staff provide a full career history and dates of employment. This compromises the manager's ability to be reassured that staff caring for the child are suitable.

The quality of the manager's oversight is inconsistent. The manager and leadership team do not have effective systems to monitor the child's records. Staff complete a checklist, but the child's file contains contradictory information. Statutory documents are not received in a timely manner and therefore not reflected in the child's plan. This limits the ability of staff to ensure that they provide consistent care in line with the child's assessed needs.

The manager and senior leadership team are proactive in their response to rectify the shortfalls identified.

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 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; 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)(h))	30 December 2024
The registered person must ensure that a disabled child accommodated in the home is provided with access to such aids and equipment as the child may require as a result of the child's disability in order to facilitate the child's communication with other persons. (Regulation 22 (4)) This specifically relates to staff receiving the appropriate training to help the child to communicate.	30 December 2024
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or	30 December 2024

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,

if the individual satisfies the requirements in paragraph (3).

The requirements are that— the individual is of integrity and good character;

the individual has the appropriate experience, qualification, and skills for the work that the individual is to perform;

the individual is mentally and physically fit for the purposes of the work that the individual is to perform;

and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))

Recommendations

- The registered person should ensure that accurate records of physical holds are kept that enable the registered person and staff to review the use of control, discipline, and restraint to identify effective practice. The review should include a debrief with the person implementing the hold and provide the opportunity for amending practice to ensure that it meets the needs of the child. ('Guide to the Children's Homes Regulations, including the quality standards,' page 49, paragraph 9.5)
- The registered person should ensure that staff receive practice related supervision which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2)

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: 2602142

Provision sub-type: Children's home

Registered provider: North Tyneside Council

Registered provider address: The Quadrant East, Cobalt Offices, 15b-15c The Silverlink North, North Tyneside NE27 0BY

Responsible individual: Post vacant

Registered manager: Claire Richards-Drysdale

Inspector

Cat Makel, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding, and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024