

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. It can provide care for one child who may have a sensory impairment, learning disability, mental disorders and/or physical disabilities.

There is a child currently living in the home. The inspector spoke to the child and observed the staff supporting the child during this inspection.

The manager and the home were registered with Ofsted in August 2020. Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 17 December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 30 November and 1 December 2021

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

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

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

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last visit in December 2020, one child has been supported by the staff to make a positive and planned move out of the home, and another child has moved in. Staff demonstrate that they have a nurturing approach to meeting the children's needs. This ensures that the children develop positive relationships and strong bonds with the adults who care for them.

The manager arranged for the staff to complete specialist training prior to a child moving into the home. This ensured that all staff were sufficiently skilled and able to support the child with specific health procedures on the child's arrival. In addition, the staff often incorporate sensory lighting into the child's daily medical routines. This helps the child to find these experiences more relaxing and tolerable.

Children make good progress in education as a result of the care and support that they receive from the staff. The staff provide educational activities for a child who does not have an education placement. This promotes the child's continued learning. In addition, the manager has arranged for an education professional to deliver home education while she secures an education placement for the child.

Children enjoy a broad range of exciting activities and trips with the staff. The staff provide the children with sensory play activities and new fun experiences. The opportunities on offer help the children to try new things to broaden their horizons.

The staff encourage and support the children to reach their goals, and they praise the children's efforts and achievements. The staff use a closed access social media account to help the children to be able to share their successes with the significant people in their lives. This promotes the children's self-confidence and helps with improving their emotional well-being.

The staff encourage the children to learn self-care skills, and they celebrate children's progress with individualised reward schemes. This helps to motivate the children to make continued progress.

How well children and young people are helped and protected: requires improvement to be good

The staff do not always follow the protocols that are in place to reduce the risks for the child currently living in the home. Visitors to the home are not always requested to sign the visitors' log, and the checks to reduce the risk of contracting COVID-19 from visitors are not always completed. In addition, the staff do not always follow the guidance in the child's risk assessment to ensure that the child is kept safe. This exposes the child to the potential risk of harm.

There are day-to-day items in the kitchen that pose a serious risk to the child. While there is a plan in place to make modifications to the kitchen, this has not been promptly actioned. Therefore, the risk continues to be present.

A review of documents identified that a complaint has been made. However, there was no further information recorded. This means that the complaints procedure has not been followed, and that there is a lack of scrutiny of complaints.

The manager's monitoring processes have failed to identify a shortfall in the medication arrangements. There has been an occasion when controlled medication has been booked out of and returned back into the home. The lack of recorded information about this means that there is insufficient information recorded to account for medication stored in the home.

The manager has identified that consultation with a medical professional is required regarding a medication for the child. However, this consultation has not taken place. Therefore, any associated risks are not known.

Staff clean the child's toys each day and check that the toys are safe for the child to play with. Specialist equipment is risk-assessed and checked daily to help to identify and address any damage. This practice promotes the child's safety.

The manager takes safeguarding concerns seriously and follows the appropriate procedures swiftly when concerns arise. The manager supports and encourages her team to learn from any issues raised.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager is suitably qualified and experienced. Due to the manager not being available during this inspection, access to some of the documentation held electronically was not available to the inspector. This included access to some aspects of the recruitment files, which are not stored in an accessible manner.

Not all the staff have received an appraisal. This means that there is not sufficient focus on the staff's development to help them to improve their practice. The responsible individual was unable to confirm whether appraisals have been completed.

Staff do not always receive regular supervision. This demonstrates that there is not a consistent approach to supporting the staff to feel equipped to care for the children.

Team meetings are used to help the staff to identify how they could improve their practice. The manager arranges for guest speakers to attend staff meetings to help the staff to expand their knowledge and understanding of the child's needs.

Staffing is arranged so that there are sufficient staff on duty to meet the child's needs. However, not all staff have completed their mandatory training and some of their mandatory training has expired. This means that not all staff have the current knowledge and skills required to support them in their roles.

The manager has failed to notify Ofsted of the revisions that have been made to the statement of purpose. A review of this document showed that it contains incorrect and insufficient information in relation to the staff structure, qualifications and experience. Therefore, this document does not provide all the information required.

The manager had completed a quality review report, which was supplied to the inspector during the inspection. The manager has used this process as a tool to assist her in improving the care that children receive. However, the manager has not developed a system to ensure that this review is completed or shared with Ofsted every six months as required.

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, 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(v)(b)(d))	12 December 2021
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—	3 January 2022

ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h))	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	3 January 2022
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	3 January 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c)) This specifically relates to ensuring that all visitors are requested to sign in when they visit the home.	3 January 2022

The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.

(Regulation 39 (3))

3 January 2022

Recommendations

- The registered manager should ensure that any records that may be kept electronically (regulation 38) can be easily accessed by anyone with a legitimate need to view them and, if required, be produced in a legible form. In particular, ensure that there is a system in place that enables the regulator to access relevant documentation in the absence of the registered manager. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 14.2)
- The registered manager should have a system in place that allows them to monitor the matters set out in Regulation 45 at least once every six months. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 15.2)

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, 16 The Silverlink North, North Shields NE27 0BY

Responsible individual: Julie Firth

Registered manager: Claire Webster

Inspector

Paula Kelly, Social Care Inspector

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