

2602558

Registered provider: Enhanced Young Persons Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider to provide care for up to four children who may have emotional and/or social difficulties.

There are three children currently living in the home. The inspector did not speak to the children during this inspection.

The home was registered with Ofsted in November 2020. The manager registered in December 2021.

Inspection date: 5 January 2022

Date of last inspection: 14 September 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection.

At this interim inspection, Ofsted judged that it has sustained effectiveness.

The staff were managing an outbreak of COVID-19 during this inspection. The staff complete checks and have measures in place to help to reduce the likelihood of the children and the staff contracting the virus.

The manager assesses the suitability of the children who move into the home. This includes seeking the views of the children who already live in the home. The manager provides the staff with guidance on how they can reduce the risks which she identifies as potentially affecting all of the children. This helps the staff to understand the actions that they should take to help to keep all the children safe.

Staff use sanctions to help the children to understand that they are responsible for their actions. However, there is often no discussion with the children regarding the sanction. This limits the possibility of the staff helping the children to understand the reason for the sanction, or to gain the children's views. In addition, the staff do not include the dates when information is added to the sanction records. This means that there is insufficient information recorded to determine whether sanctions are completed in the required time frame.

The manager has put additional checks in place to help to ensure that the staff administer the children's medication safely to improve this area of practice. The manager arranges the rota so that there are always trained staff available to support a child with a specific health diagnosis. This helps the child to experience safe and continuous care.

Risk assessments are promptly updated with pertinent information and when new risks emerge. This helps the staff to understand the risks that the children face, and how they should protect the children from harm. Occasionally, records include stigmatising language which lacks sensitivity and is not useful to the children.

Due to the manager not being available during this inspection, there was no access to the supervision records for the inspector. Therefore, the requirement previously issued under regulation 11 is reissued.

The manager has not completed a quality of care review report. This means that the manager cannot demonstrate how they have used this process to help them to identify where improvements can be made.

The manager has implemented systems to monitor the care that children receive. However, these systems have not identified the shortfalls raised. This demonstrates that the monitoring systems are not yet embedded into practice or consistently effective.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/09/2021	Full	Requires improvement to be good

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(x))	6 February 2022
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	6 February 2022
The registered person must ensure that—	6 February 2022

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (c))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and	6 February 2022

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) and (5))

Recommendations

- The registered person 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 person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes, regulations including the quality standards', page 62, paragraph 14.3)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2602558

Provision sub-type: Children's home

Registered provider: Enhanced Young Persons Care Limited

Registered provider address: 1 Fox Street, Sunderland Road, Gateshead NE10 0BD

Responsible individual: Joanne Lewis

Registered manager: Jeanette Gaunt

Inspector

Paula Kelly, Social Care Inspector

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