

2602558

Registered provider: Enhanced Young Person's Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private company. It offers care for up to six children who may experience social and emotional difficulties.

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

The manager registered with Ofsted in April 2024.

Inspection dates: 29 and 30 April 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: 3 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/06/2024	Full	Good
27/11/2023	Full	Good
12/09/2022	Full	Good
05/01/2022	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector spoke with and observed all five children during the inspection.

Staff demonstrate an understanding of children's needs and offer a nurturing approach to their care. Before children move into the home, staff spend time getting to know their likes and dislikes. This helps children to experience positive beginnings to living at the home and form relationships. As a result, children make good progress living at the home.

Education is highly valued by staff. When children experience barriers to education, staff help them to overcome them by seeking alternative educational provisions and arrangements. When children do not attend a school setting, staff help them learn informally at the home. This mitigates the effects of children not attending school.

Children are helped to build links in their community. For one child, this has meant securing a voluntary position at a local charity shop. This helps children to develop important skills and feel part of their community.

Staff recognise the importance of family time for the children. Staff maintain good relationships with family members and offer practical support to ensure that family time is positive. This helps children to spend quality time with people who are important to them and maintain positive relationships.

Parts of the home, including communal areas and children's bedrooms, have been damaged and require maintenance. While the manager has plans to address this, some work is required to provide children with a more nurturing environment.

Children's views, wishes and feelings are taken seriously in the home. Children's meetings take place regularly, and staff encourage all children to take part. Staff and children have constructive discussions about important issues, such as anti-bullying. Children express their views and learn about the views of others.

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

Staff are aware of children's individual risks and vulnerabilities. They understand what triggers poor behaviour and know how to support children. Some children have experienced a reduction in their risks due to their time spent living in the home. The manager evaluates risks and staff's ability to meet all children's needs before agreeing that children can move into the home. This helps the manager and staff to understand how best to support new children when they move to the home.

When children go missing, staff follow agreed protocols to locate and return them safely to the home. The manager has developed good relationships with the local police, who

have delivered specific training to the team around responses to missing-from-home incidents. This means that staff have the right guidance and information to help them keep children safe.

Staff are trained to hold children when it is necessary to keep them safe. When restraints occur, children and the whole team of staff discuss the incidents and learn from them. This gives children the opportunity to express their feelings about being held. It also helps the team to develop its skills and understanding of safe ways to support children in crisis.

When staff impose consequences for poor behaviour, they are sometimes restorative and discussed with the child. However, most consequences are financial reparation. One record described a punitive consequence that was later withdrawn when it was found the child had not been involved. Staff apologised to the child and used this as a learning opportunity.

Since the last inspection, one complaint has been made. The manager carried out a thorough analysis and gave clear feedback to the child about outcomes and actions for staff to consider. This helps children understand that their views are heard and responded to.

The effectiveness of leaders and managers: good

The manager is knowledgeable and enthusiastic about developing practice to help drive improvements forward. An effective deputy supports her, and both maintain a strong presence in the home. The manager is held in high regard by the team. Staff acknowledge the improvements that managers have made to the home and say they feel supported in their roles.

The manager is keen to enhance staff's skills and knowledge. The manager actively seeks opportunities to share learning from other professionals and delivers training to the team. She has collated resources to help staff have structured conversations with children. Staff recognise how their practice has benefited from these learning opportunities.

Established working relationships with external agencies are having a positive impact on children's care. Professionals speak highly of the manager and staff. One professional said, 'Staff are brilliant; they've really helped [name of child] to share their views in meetings.'

Learning from any shortfalls is established in practice. The manager seeks to involve the staff in making changes and improvements to their practice. This helps staff to feel part of the development of the home and have opportunities to invest their ideas.

Monitoring systems help the manager to evaluate the performance of the team, and management oversight is evident throughout. However, some care plans and risk assessments contain inconsistent information, demonstrating some gaps in oversight.

This has resulted in some professionals and parents being unclear about the approach staff take to safeguard children.

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, The 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 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))	1 July 2025

Recommendations

- The registered person should ensure that the consequences used to address poor behaviour are restorative, helping children recognise how their actions affect themselves and others. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered person should ensure that the home maintains a domestic, homely environment. This relates to the necessary maintenance and repair of damage throughout the home and in children's bedrooms. ('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: 2602558

Provision sub-type: Children's home

Registered provider: Enhanced Young Person's Care Limited

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

Responsible individual: Stephen McGill

Registered manager: Jessica Williams

Inspector

Mark Cryer, Social Care Inspector

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