

2661071

Registered provider: Hennessy Living Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to five children who may experience social and emotional difficulties and who may have learning disabilities and mental health issues.

The manager registered with Ofsted in August 2022.

At the time of this inspection, five children were living in the home. The inspector spoke with three children during the inspection.

Inspection dates: 27 and 28 August 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2024	Full	Good
29/08/2023	Full	Good
07/03/2023	Full	Requires improvement to be good
13/12/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The home is maintained to a high standard and has ample space for the children to enjoy activities and spend time in. There are photos of the children on display throughout their home. The children have personalised their bedrooms, which are decorated to suit their tastes. This gives children a sense of belonging.

Children say that they like living in the home. Children build trusting relationships with those caring for them. Staff regularly complete key-work discussions with children about things that are important to their lives. Feedback from two social workers identified that their children have made progress due to the positive relationships and commitment from staff.

Staff encourage children to have relationships with people who are important to them. The staff communicate well with children's families and friends to help children maintain positive relationships. One child said that staff have supported him with his relationship with his brother. This means that children enjoy spending meaningful time with their family and friends.

Children participate in a variety of activities. Staff involve them in planning activities, and children have a choice in where they want to go together and individually. Children's interests are considered, and staff keep a record of the children's experiences. This helps children have positive memories of the fun times they have.

The manager carefully considers new referrals to the home to ensure that children's needs can be met. Children visit the home and get to know staff and the other children before they move in. One professional said, 'Staff were amazing on the day [Name of child] moved in, offering additional support by sending staff when they struggled with the move.' This helps children to develop relationships and feel prepared before they move into their new home.

Not all children are regularly attending school. When they are not in school, staff provide them with structured activities that offer alternative learning opportunities. Staff complete key-work discussions to support children to return to education and have sought additional support where children have required this. One child's attendance has significantly improved, with them now attending an alternative education provision.

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

Children are better protected because staff understand children's individual risks. Children's risk assessments are kept up to date when any changes occur, which includes a history of concerns and details of incidents. This makes it easier for staff to see patterns and changes in children's behaviours. There is a clear action plan for staff to

follow to help them identify triggers and put interventions in place to reduce risk. This helps to keep children safer.

Staff use their positive relationships to de-escalate situations effectively where children are angry or upset. Physical intervention is rarely used within the home. When children are physically held, this is a last resort to keep children safe. Children are then spoken to, and educational work is undertaken to help children reflect on their behaviour. The manager's oversight of incidents is robust, and she uses this to support staff learning and development.

The manager completes an investigation when concerns are raised about staff's practice. This is followed up by working with multi-agency professionals to give the child an opportunity to speak to an independent person. The children's needs are carefully considered, and restorative work takes place between the staff and child. This helps children to feel listened to.

Staff reinforce positive behaviour in the home. Consequences are not used, instead children are supported to talk about their behaviour and reflect on their experiences through discussions. This helps children to understand and adhere to boundaries in the home.

Staff manage relationships between the children well. They understand the children's individual needs, which helps them to respond to the child in a way that is helpful to them. Staff then talk to children about issues in the home and actively support them to spend time together and repair relationships. This supports children to get along and understand the impact they may have on each other.

The effectiveness of leaders and managers: outstanding

The manager is inspirational, confident and ambitious for the children. The manager advocates for and provides challenge on behalf of children to make sure that they receive the best care possible. Feedback from all professionals spoken to highlighted how well staff advocate for the children and their wishes.

Staff describe the management team as supportive and approachable, with one staff member saying, 'I'm proud to be part of such a caring and positive team.' The manager is proactive in her approach and supports the team to reflect on children's behaviour. This had embedded a nurturing culture in the home.

The manager has a comprehensive audit process, which gives them a clear overview of the strengths and areas for development within the home. The children's progress is monitored through charts to easily identify themes. Research, linked with the children's needs, is fed through to team meetings to enhance staff learning. This improves outcomes for children.

Staff are appropriately vetted prior to working in the home. When agency staff are used, the manager uses the same members of staff to provide consistency for the children.

The manager provides them with an individualised induction booklet and a buddy to help the agency staff get to know the children and the home easily. This provides continuity of care to the children.

Staff share that they feel supported and have regular practice-related supervision. Supervision is reflective and provides effective challenge around staff practice. Agency staff are offered regular supervision to ensure that they understand the children's needs. This maintains a consistent approach for the children across the staff team.

Annual staff appraisals provide opportunities for staff to reflect on their practice and to consider their progress and aspirations for the future. However, the manager's preparation for the review does not include gathering feedback from professionals or children who are living in the home. This is a missed opportunity to further develop staff practice.

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

Recommendation

- The registered person should ensure that annual appraisals of staff take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and the children in the care of the staff member. ('Guide to Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

Information about this inspection

The inspector has 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: 2661071

Provision sub-type: Children's home

Registered provider: Hennessy Living Group Limited

Registered provider address: Hennessy Living Group, 1b Rickleton, Bowes Offices, Lambton Park, Chester-le-Street DH3 4AN

Responsible individual: Simon Duffy

Registered manager: Patricia Barry

Inspector

Natalie Clark, Social Care Inspector

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