

2715200

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 managed by a private provider. It offers care for up to five children who may experience social and emotional difficulties and who may have mental health difficulties, learning disabilities, and alcohol or drug dependence.

The manager registered with Ofsted in July 2024.

At the time of this inspection, four children were living in the home.

Inspection dates: 7 and 8 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: 15 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2024	Full	Good
31/10/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector spoke with or observed all four children during the inspection.

Children are helped to have positive moves into and on from the home. Before children move into the home, staff develop a good understanding of their likes and dislikes. This helps children to experience positive beginnings at the home. As a result, children develop trusting relationships with staff and make good progress from their starting points.

One child who moved to the home speaks English as an additional language and has been provided with all key documents translated into their first language. This helps to overcome language barriers and ensures that children have access to important information about the home.

Children's education is considered important by staff in the home. They encourage children to attend school or access alternative education provisions. Where there are barriers to attendance, staff work with relevant professionals to understand and overcome these. This helps to reduce the impact of any gaps in the children's education.

Staff work hard to develop positive relationships with key adults in children's lives and support good-quality family time. Feedback from family members about the home and the care given to children is positive. One parent said, 'The care from the staff towards [name of child] was brilliant. They were fantastic.'

Staff understand each child's individual needs. Care plans help staff to know how to respond to children. Staff understand the aims of the therapeutic approaches used and evidence this approach in key records of discussions. However, some records are not written in a way that is helpful to children and lack clarity over what is fact and opinion.

Children are helped to express their views, wishes and feelings in regular meetings and key discussions. However, one child's request for a specific piece of bedroom furniture has not been fulfilled. This prevents children from seeing the results of their wishes and prevents them from feeling that their views are valued.

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

Staff are aware of children's individual vulnerabilities and the risks they face. Children's risk assessments are thorough and reviewed regularly. This means staff have the necessary guidance to determine what steps to take to keep children safe.

When the manager considers referrals for children who may move to the home, she assesses the risks to all children at the home. These assessments help her to evaluate

suitability and decide whether the child's needs can be safely met. This helps to ensure that all children's needs are fully considered before any moves take place.

When children go missing, staff follow agreed protocols to locate them in the community and return them safely to the home. Children are warmly welcomed on their return. Staff help them to reflect on reasons why they were missing and encourage them to take part in return home interviews.

The manager follows the organisation's safeguarding procedures when allegations occur in the home. They work with relevant professionals to investigate and agree on actions to manage incidents effectively. Children are kept up to date with the outcomes of any investigations. This gives children confidence to share their worries and know that they are taken seriously.

When staff give children consequences as a response to poor behaviour, they are not always restorative, and some are punitive. This prevents children from learning about how their behaviour affects others.

The effectiveness of leaders and managers: good

The manager is enthusiastic about improving outcomes for children and is supported in her role by a stable and dedicated staff team. The manager has a visible presence in the home and offers practical support to staff. The staff speak highly of the manager and recognise the quality of her leadership.

Management oversight of the home is effective. The manager uses monitoring tools to evaluate how staff and the team are performing. This enables the manager to understand what the home does well and address areas for development. A clear development plan identifies the improvements the manager wants to make and promotes continuous development in the home.

When the manager identifies shortfalls in the support professionals give to children, she escalates concerns to senior managers in the children's individual home authorities. The manager can do this because she has developed positive professional relationships with others. Professional feedback about the manager and the home is consistently positive.

The manager ensures that staff have access to training to develop their knowledge and skills. She identifies training needs and requests training to meet specific needs relating to children's care. This helps staff to develop important knowledge and skills relevant to their roles.

Regular team meetings help staff feel supported. Staff have opportunities to discuss important issues and agree on their approach to caring for children. However, there have been missed opportunities in team meetings and supervision sessions to discuss identified shortfalls in incident recording, impacting the improvement of this practice. Furthermore, supervision does not always take place at a frequency that is consistent

with organisational expectations. This prevents staff from having individual opportunities to reflect on and develop their practice.

The staff team is made up exclusively of female workers. This has had an effect on one of the children, who said they are looking forward to having male staff in the home. Furthermore, the manager has not considered or described how the home mitigates the impact of this in the home's statement of purpose. This prevents children from developing relationships with appropriate role models of both sexes.

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 registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	3 June 2025
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. (Regulation 16 (1)) In particular, the registered person must describe how the home promotes appropriate role models of both sexes if the staff are all of one sex or mainly of one sex.	3 June 2025

Recommendations

- The registered person should ensure that staff record information about 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 14.4)
- The registered person should ensure that children are able to see the results of their views being listened to and acted on. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, 4.11)
- The registered person should ensure that any consequences used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour. In some cases, it will be important for children to make some form of reparation for anyone affected by their behaviour. Staff in the home should be skilled in supporting the child to understand this and carry it out. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)

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: 2715200

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: Maria Murrell

Registered manager: Gemma Chatt

Inspector

Mark Cryer, Social Care Inspector

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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

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