

2731357

Registered provider: North East Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in August 2023. It is owned and managed by a private provider. The home is registered to provide care for up to two children who may have social and emotional difficulties.

There are two registered managers working at the home.

At the time of the inspection, there was one child living in the home and one child was moving into the home.

Inspection dates: 13 and 14 March 2024

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

The child living in the home is supported by staff to build secure and trusting relationships with them. The staff enjoy spending time with the child and show a genuine interest in them. The child and staff take part in shared activities such as eating meals together, cooking, playing games, and watching the child's preferred videos and films. The staff are visible in the home and ensure that they are always available to the child.

The staff assist the child to take an active part in day-to-day decisions about the child's life. This is achieved through the staff having regular conversations with the child about their likes and dislikes, what is working well for the child and what they need help with. This helps the child to take part in more complex decisions about their life by supporting them to express their wishes and feelings. For the child living in the home, this has helped them to strengthen their relationship with their family, supported them to progress with their education, be healthy and enjoy taking part in activities in the community.

When children move into the home, they receive a warm and friendly welcome from the registered manager and the staff. Before any child is welcomed into the home, the registered manager ensures that her staff have a good understanding of the child's needs and have the right skills to meet these needs. This helps the staff to provide individualised care and helps children to quickly settle into the home. One professional stated that the staff 'went the extra mile' in welcoming [the child] into the home.

The childcare plans are ambitious, align with the child's needs and vulnerabilities and are goal orientated. They are reviewed regularly by the registered manager and the staff and include the views of the child. This has helped the child living in the home to make good progress in all areas of their lives. One professional described the progress that the child has made as 'night and day'.

The quality of relationships between the child, the registered manager, the staff, professionals and family members are good and there is a unified and collaborative response to helping the child to make progress.

The staff and the registered manager take great pride in the home and provide a modern, clean, safe and spacious family home for children. All areas of the home are maintained to a high standard. The child living in the home is supported by the staff to personalise the shared areas of the home and make the home their own. The child has an interest in mechanics and the staff have plans to turn the summer house into a workshop for this child. This helps the child to develop a sense of belonging and ownership of the home.

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

The child living in the home feels safe and feels able to talk to the staff if they have any worries or concerns. The child's parent was complimentary about the care their child is receiving, are confident that the staff keep their child safe and stated that they now have 'real hope' for their child.

The staff have a good understanding of their roles and responsibilities in helping and protecting the child living in the home. The staff know what to do if the child should go missing from the home following their policy and procedures. The staff also have a good understanding of the whistle-blowing policy.

The child's risk assessment is well written and is a dynamic document that is amended in line with the changing needs of the child. This ensures that the risk assessment is relevant and supports the staff to understand how they should help the child.

Positive behaviour is promoted through the adults in the home modelling behaviours that are kind, thoughtful and empathic. Conversations that the staff have with the child are supportive and help the child to reflect on their behaviours and make positive choices. There have not been any occasions where the staff have had to hold the child. The staff are appropriately trained in holding techniques but understand that this is a last resort and work hard to calm the child when they are in distress.

The staff have focused conversations with the child which helps the child to understand how to keep themselves safe. In addition, these conversations have helped the child to develop tolerance and respect for others.

The registered manager is trained in safer recruitment and ensures that any new staff are recruited in line with safer recruitment procedures. This reduces the risk of unsuitable adults working in the home.

The effectiveness of leaders and managers: good

Leaders and managers are ambitious for children and have high expectations of themselves and their staff. They are visible in the home and have a good oversight of the quality of care given to the child living in the home. Leaders and managers have a good understanding of the needs of the child living in the home and what the child needs to make progress.

Staff morale is good. The staff are proud of their roles, and they are committed to helping the child in their care to be safe and achieve their goals. The staff speak about the child living in the home with fondness and are quick to celebrate the child's achievements.

The staff feel able to contribute to the development of the home and value regular practice-based supervision as this supports them with their professional development and promotes their well-being. The staff have confidence in leaders and managers and feel supported by them.

The staff have access to a broad range of training opportunities that support them to meet the needs of the child living in the home. However, not all staff have received ligature training. In addition, the staff have not received formal training in any therapeutic parenting model. Although this has not had any impact on the child living in the home, it weakens the skill set of the staff team and precludes the staff from having a clear understanding of the care they should deliver as stated in the home's statement of purpose.

The child's case records reflect their everyday life and the work that is carried out with them. They are well written and help the child to understand their time in the home. However, some case records are not dated and signed by the author. This shortfall weakens accountability.

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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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)(a)(c)(h)) In particular, ensure that all staff receive ligature training and training which supports the staff to deliver care based on therapeutic models; and use monitoring systems to ensure that all case records are dated and signed by relevant parties.	01/05/2024

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: 2731357

Provision sub-type: Children's home

Registered provider: North East Care Services Limited

Registered provider address: JWS Hopper Hill Road, Eastfield, Scarborough,
North Yorkshire, YO11 3YS

Responsible individual: Jason Darbyshire

Registered managers: Megan Crooks and Samantha Knight

Inspector

Shirin Khan
Social Care Inspector

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