

# 2819607

Registered provider: HMO NE Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private organisation. It provides care for up to 2 children who may experience social and emotional difficulties.

At the time of this inspection, one child was living in the home. The inspector saw and observed the child during the inspection.

The post for a registered manager is vacant. An interim manager is in post and has applied to register with Ofsted.

### Inspection dates: 10 and 11 June 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 16 June 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 16/06/2025      | Full            | Good                 |

## Summary of findings

The child is happy in the home, and professionals are positive about the care provided and the progress they are making. Staff work hard to build positive, trusting relationships with the child and have a good understanding of the child's individual needs and how best to meet them. The manager's post is currently vacant, and an interim manager has been appointed alongside an entirely new staff team. Since the appointment of the interim manager and the introduction of the new staff team, there have been significant improvements in practice, recording and safeguarding. Overall, the child receives good care and is making positive progress in the home.

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child is making good progress in the home. They are attending school and provided with opportunities to try various new activities. Professionals report that the child is receiving good care and has settled quickly into the home. They also describe staff as 'completely committed' to caring for the child.

The home is well maintained and welcoming and feels like a family home. The child's bedroom is decorated to reflect their interests. The home also benefits from outside space, which the child enjoys using, and communal areas that also reflect the child's age and interests.

When the child moved into the home, they were welcomed with sensitivity and care. Staff work hard to build positive relationships with the child. As a result, the child feels comfortable in their company and seeks support when needed.

Staff celebrate the child's achievements and take pride in supporting their progress. They provide a range of activities for the child, including new experiences, which help the child to develop skills, build confidence and create lasting memories.

Staff are consistent in encouraging the child's engagement with education and in ensuring that health needs are met. This includes accompanying the child to challenging medical appointments and providing consistent support with health needs.

Staff use a therapeutic approach to care to better understand the child. They know the child well and can quickly identify patterns of behaviour and the underlying causes.

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

Staff know the child's risks well. They understand how best to support the child and are attuned to the impact of trauma and previous experiences. Staff also have a good understanding of how to safeguard the child and promote their welfare.

Because staff know the child so well, they can respond effectively to situations as they arise. They help the child to recognise their own behaviours and develop strategies to manage their feelings. When there was an increase in the child's behaviours, the manager and staff responded appropriately by increasing staffing ratios to promote the safety of the child and the staff. The child's needs are regularly reviewed to ensure that their current risks are fully understood.

The manager and staff demonstrate curiosity about the child and their experiences. They seek out research and learning to strengthen their understanding of how best to care for and support the child. Professionals say that the staff have a good understanding of trauma and how children's experiences can affect their behaviour.

When physical intervention is used, this is as a last resort to ensure the safety of the child and others. The manager has sourced additional training to better meet the child's individual needs and continues to explore how this can be achieved in the safest way possible. However, there are some inconsistencies in the quality of recording following these incidents and in management oversight. The interim manager recognises this as an area for development to ensure that there is greater consistency across all staff.

Additionally, there are some inconsistencies in the quality of recording in other areas. This has improved in recent weeks, as the interim manager is aware that this was an area for development. The interim manager has a plan in place to further strengthen the consistency of recording.

### **The effectiveness of leaders and managers: good**

There has been a high turnover of managers in the home. An interim manager is currently in post, alongside an entirely new staff team. The interim manager knows the child very well, is ambitious for their future and has demonstrated a strong commitment to their care.

Staff say that they feel supported by the manager, and they receive regular and reflective supervision. Staff development is a priority, and the manager ensures that staff have access to training and development opportunities to build their skills, particularly in areas relevant to the child's needs. The manager has a good understanding of the child's lived experiences from a trauma-informed perspective and uses this knowledge to develop staff skills and confidence in caring for the child.

The manager has a good understanding of the home's strengths and areas for development. She encourages staff to reflect on their daily practice and has a plan in place to improve consistency and further develop staff skills.

The manager has established strong and effective working relationships with other professionals involved in the child's care. This is supported by good communication, which is a particular strength of the home. Professionals speak highly of the manager and staff. One professional described the manager as 'one of the most committed

people' they had encountered and commented that they would wish for her to manage other homes.

Most member of staff in the home are not qualified. Furthermore, a professional has raised concerns that staffing instability has affected the child. The interim manager is in the process of recruiting to increase the number of qualified staff and to improve stability for the child.

## 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        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child; and</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(b) (2)(c)(e))</p> | 17 October 2026 |

### Recommendations

- The registered person should ensure that records of restraint are maintained in a way that enables both the registered person and staff to review the use of control, discipline and restraint. This should support the identification of effective practice and ensure a prompt response to any issues or emerging trends of concern. In particular, the registered person should ensure consistency in recording when restraint is used. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- 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. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

## **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:** 2819607

**Provision sub-type:** Children's home

**Registered provider:** HMO NE Ltd

**Registered provider address:** Hallgate House, 9 Grange Terrace, Sunderland SR2 7DF

**Responsible individual:** Angela Riddell

**Registered manager:** Post vacant

## Inspector

Dawn McCluskey, Social Care Inspector

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