

SC033467

Registered provider: St Cuthbert's Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a charitable organisation. It provides care for up to six children who may have emotional and/or social difficulties.

The manager registered with Ofsted in September 2019.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 25 and 26 January 2022

Overall experiences and progress of children and young people, taking into account **good**

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: 29 January 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2020	Full	Good
07/08/2018	Full	Good
05/09/2017	Full	Good
15/02/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

There are currently three children living in the home.

The children benefit from living in a warm, nurturing environment. They are cared for by highly supportive and committed staff that demonstrate a good insight into each child's needs. Care practice is individualised, and staff support the children to make good progress, relative to their individual circumstances.

Children enjoy a range of activities. These have continued throughout the COVID-19 pandemic. The children and the staff have explored the local outdoors. The staff put together a memory book of the children enjoying a range of activities, including trips to the beach and adventurous walks. These positive experiences provide memories and show the progress that the children are making with their confidence and resilience in times of uncertainty.

Children are well supported to engage in their education and make clear progress. Educational achievement is particularly evident for the children who have previously had poor experiences of education. Children develop higher expectations of themselves and become more aspirational as they achieve success.

Staff encourage and support the children to attend their health appointments and maintain a balanced lifestyle. When necessary, the staff engage with specialist health professionals. This ensures that the children's known, and emerging health needs are met. Staff support the children to follow government guidance on managing COVID-19.

The concept of family is high on the agenda for the manager and the staff. They have worked effectively with the children and their family members to rebuild and improve these relationships. This has enabled one child to achieve their overall goal of returning home.

The home is suitable for the care of the children. Children's bedrooms are comfortable, suitably equipped and furnished to meet their needs. However, one child's bedroom and bathroom were found to be dirty. Furthermore, repair and redecoration are required for some parts of the home. This does not encourage children to have high aspirations for their future living environment. A plan has been actioned to address these shortfalls.

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

Staff understand the children's complex behaviours and risks. Children's behaviour management plans set out the strategies that the staff must use to help to de-escalate the children's escalating behaviour. The staff complete the children's risk assessments and identify appropriate strategies to minimise the risks. Staff rarely

need to hold the children to manage their complex behaviour. If restraint is used, the action is necessary to prevent harm or injury to the children or others.

Staff speak to the children about their behaviour and the impact it can have on the other children in the home. Some of these discussions can be upsetting for the children. However, the staff know the children well, and approach these conversations with sensitivity. This prevents the children from becoming angry and enables them to listen, reflect and adapt their behaviour.

Staff support the children to learn how to keep themselves safe through regular key-working sessions. Topics covered include bullying behaviour, keeping safe online, achieving independence and maintaining positive relationships. This work enables the children to become more social and increasingly safe.

Staff respond appropriately when the children go missing from the home. The staff work in collaboration with the police when children are at an increased risk of harm. Good communication with other agencies is in place to help manage the risks associated with the children. As a result, the children are better protected because of the partnerships that the staff have with other professionals.

Children know how to complain. When children do complain, this is taken seriously. The manager investigates the complaints and addresses any identified actions thoroughly. However, the manager has failed to provide the outcome of her investigation to one child. This oversight prevents the child from understanding if their complaint has been upheld or not.

The effectiveness of leaders and managers: good

The home is managed effectively by a qualified and experienced manager. She is supported by senior staff, and together they lead a stable, enthusiastic and committed staff team. Collectively, they provide children with a good standard of care that promotes the children's individual progress.

Staff receive regular supervision, which gives them an opportunity to reflect on their practice. They feel supported in their role, and they work consistently to implement boundaries for the children. This enables the children to live in a calm environment and allows them to experience routine and structure.

Professionals and family members speak highly of the registered manager and the staff. Feedback from the professionals and family members about the children is positive. They all say that the children are kept safe, that they are settled and that they have good relationships with the staff. This allows the children to develop trusting relationships with the adults around them.

Children's records are detailed and provide a comprehensive picture of each child's needs, experience and progress. Internal documents, such as care plans and risk assessments, are frequently reviewed and updated. However, supporting documentation from external agencies, such as looked after review minutes from

the placing local authority, have not been acquired in a timely manner. This means that the children's records are incomplete.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(b)(vii)(c)(i))	15 March 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; and are kept up to date. (Regulation 36 (1)(a)(b))	15 March 2022
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal	15 March 2022

resolution stage if the registered person considers it appropriate.

The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.
(Regulation 39 (1) (2) (3))

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: SC033467

Provision sub-type: Children's home

Registered provider: St Cuthbert's Care

Registered provider address: St. Cuthbert's House, West Road, Newcastle upon Tyne NE15 7PY

Responsible individual: Amanda Head

Registered manager: Kerry Wilson-Pearce

Inspector

Cherie Chen, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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