

SC035181

Durham County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A local authority operates and manages this home. It is registered to provide care and accommodation for up to five children and/or young people with emotional and/or behavioural difficulties. The manager registered with Ofsted in September 2019.

Inspection date: 18 November 2020

This monitoring visit

Ofsted received an anonymous complaint that highlighted potential poor practice in relation to the care and protection of children and young people. This visit was carried out in response to those concerns. Following this visit, no serious or widespread concerns were found.

Children and young people benefit from building positive relationships with staff. Planned activities provide opportunities for children and young people to spend time together with staff. A young person commented, 'I love it here. This is my family. Staff have helped me through some very difficult times. I feel like staff are always there for you. I feel very safe living here.'

Children and young people receive bespoke care in line with their risk assessments and care plans. Targeted key-work sessions provide opportunities for children and young people to discuss their risk-taking behaviours with their key workers. This helps children and young people to develop ways of reducing such behaviours, as well as celebrate their progress and achievements. As a result, children and young people are making progress in line with their set targets.

When children and young people complain or make allegations against staff, the manager follows the relevant protocols. The manager considers children's and young people's views as part of any complaint or investigation. Records of complaints do not reflect how children and young people are told about the outcome of the

complaint. This means that children and young people are not provided with assurance that sufficient action is being taken to address their concerns.

The provider did not notify Ofsted of several incidents considered serious under regulation 40. This means that as a regulator, Ofsted has not had an opportunity to review the actions taken by the provider to protect children and young people from harm.

The manager has good monitoring systems in place. He regularly reviews records and documents to ensure that there is sufficient scrutiny of practice. This also includes reviewing risk assessments around COVID-19 (coronavirus) to ensure that everyone in the home follows government guidance. This means that when shortfalls are found, he can act to make improvements.

At the last inspection, three requirements were issued. Two have been met and regulation 39 is not met and has been reissued.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2019	Full	Good
09/05/2018	Full	Good
20/02/2018	Interim	Improved effectiveness
03/10/2017	Full	Good

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
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 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. The registered person must ensure that no child is subject to any reprisal for making a complaint or representation. The registered person must supply to HMCI, at HMCI's request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in response to each complaint. (Regulation 39 (1) (2) (3) (4) (5)) In particular, the provider should develop a system that informs children and young people of any actions or outcomes in relation to their complaints.	19 December 2020
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;	19 December 2020

there is an allegation of abuse against the home or a person working there;

a child protection enquiry involving a child—

is instigated; or

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.

A notification made under this regulation—

must include details of—

the matter;

the other persons, bodies or organisations (if any) who or which have been notified; and

any actions taken by the registered person as a result of the matter;

must be made or confirmed in writing.

(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b))

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection and was evaluated on both on-site and off-site activities.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC035181

Provision sub-type: Children's home

Registered provider: Durham County Council

Registered provider address: County Hall, Durham DH1 5UL

Responsible individual: Claire Morris

Registered manager: Martin Poole

Inspector

Jacqueline Tate, Social Care Inspector

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