

SC038557

Registered provider: North Tyneside Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a local authority. It provides short break stays for up to five children who may have a sensory impairment, learning disabilities and physical disabilities.

The manager registered with Ofsted in August 2023.

At the time of the inspection, four children were accessing short break stays. The inspector met and observed three children during the inspection.

Inspection dates: 19 and 20 November 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: 17 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2025	Full	Good
26/02/2024	Full	Good
05/12/2022	Full	Good
23/08/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children say that they enjoy coming for their short breaks. They feel welcomed and settle quickly into their personalised bedrooms. Relationships between children and staff are positive. Staff are committed to the children that they care for and are attuned to their complex needs. They take the time to get to know children well and speak enthusiastically about their care and progress.

Staff use a wide and varied range of verbal and non-verbal communication methods, including pictures, visual aids and sign language, to seek children's views, opinions and wishes. This practice ensures that children are involved in decisions about their stay and their overall care and support. Parents and external professionals are also kept informed via regular updates of the events and activities that children have been involved in as well as developments in the home.

Children benefit from a wide range of opportunities to engage in new and enriching experiences, including activities such as visits to local places of interest. These experiences broaden the children's horizons, enhance their social development and contribute positively to improving their life chances.

Parents and carers have access to a secure, personalised online facility for their child. Staff use this to upload photos and write comments about the children's experiences and activities that they have been part of. Parents say that they value this service as they can look at photos at home with their children. This enables parents to feel connected with their child's experiences.

When new children begin attending short breaks stay at the home, careful consideration is given to who will also be having short breaks at the same time. Their introduction is thoughtfully managed, with sensitivity to the needs of children who have been attending for longer. For those children preparing to leave the service, staff provide appropriate support during the move to new services and make sure each child receives a memorable and positive send-off.

The environment is a suitable, safe and welcoming space for children with complex physical and behavioural needs. Specialist equipment to meet the range of children's health needs and disabilities is available. Children enjoy access to a large lounge and playroom with toys and games, as well as two garden areas with play equipment. The environment reflects children's individual needs as well as their tolerance to sensory stimulation. This creates a comfortable and relaxing space for children.

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

Children's plans are clear and detailed. They provide staff with the necessary guidance and understanding of the children's needs. Plans set out how the children can be

supported during their stay. There is a strong emphasis on working with parents and professionals to inform care plans that are consistent and reflect parents' and children's views.

Staff understand the children's behaviours and vulnerabilities and use this knowledge to manage risks effectively. They recognise the triggers that result in children feeling anxious or distressed and take sensitive and supportive action promptly to help them. As a result, significant incidents in the home are minimal.

Physical interventions are rare at this home. Staff find alternative ways to help children cope when they experience overwhelming emotions. There was one occasion where staff held a child to ensure everyone's safety. When such measures are necessary, staff ensure that they are the least restrictive option. The registered manager reviewed the incident promptly to identify learning and strengthen future practice.

Managers are clear about their responsibilities and follow safeguarding procedures when concerns are raised about staff's practice. They work in collaboration with other safeguarding agencies to gather information and assess if children have come to harm, and if staff continue to be suitable to work with children.

The effectiveness of leaders and managers: good

The registered manager has the skills, knowledge and experience required to manage the service effectively. He is supported by two deputy managers, and together the management team focuses on meeting children's individual needs, supporting their progress and providing them with enjoyable experiences. The registered manager is due to leave the service imminently and a transition plan has been initiated to ensure continuity and stability.

The children, families and staff have experienced a challenging period following a recent difficult event involving a longstanding member of staff. Additional emotional and well-being support has been provided to those affected and staff have expressed that they value the support offered by the leadership team.

Staff receive regular and good-quality supervision sessions. Managers use these meetings to help staff consider their own practice and learning needs. Supervisions are supportive and reflective, empowering staff to progress and achieve the best possible outcomes for children.

Managers ensure that all of the staff receive a good range of training opportunities. This starts with induction and continues as staff settle into their care role and develop their skills. Staff are up to date with their safeguarding training. Additional bespoke training is identified and provided for staff to support them to meet the needs of the children. This means that the staff have the necessary skills to provide good standard of care to the children.

Professionals and parents provided positive feedback to the inspector about good communication and information-sharing between staff, the manager and themselves. The registered manager confidently challenges other professionals and agencies when their actions fall short of acceptable standards. This means that children receive integrated care and their short break experiences are positive.

The registered manager has implemented an action plan to address the previous requirement and recommendations. All recommendations have now been met. However, the requirement issued under Regulation 32 was not fully met during this visit and is therefore restated.

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
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))	29 May 2026

Information about this inspection

The inspector has 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: SC038557

Provision sub-type: Children's home

Registered provider: North Tyneside Council

Registered provider address: The Quadrant East, Cobalt Offices, 15b-15c The Silverlink North, Newcastle upon Tyne NE27 0BY

Responsible individual: Jacqueline Ingram

Registered manager: Colin Beales

Inspector

Cherie Chen, Social Care Inspector

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