

1233307

Registered provider: Newcastle City Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A local authority operates this home. Care and accommodation is provided for up to six children and young people who have emotional and/or behavioural difficulties.

Inspection date: 30 January 2018

Judgement at last inspection: outstanding

Date of last inspection: 9 May 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged outstanding at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness.

The young people continue to be settled and are making good progress at the home. There is a consistent staff team that knows the young people well and speaks warmly of them. The manager is dedicated and inspirational, providing a high level of support to the staff team. A member of staff said, 'The team is amazing. I get really good supervision and the manager has an open door policy, she is always available.' Since the previous inspection, one member of staff has left the home on health grounds.

One young person had left the home five days prior to this inspection. This was a planned move back to foster carers, which is a very positive outcome. The young person's plan had originally been for her to remain in long-term care until she reached the age of 18; however, with help and support from her key worker and staff, the young person was able to build confidence and self-esteem. This resulted in a change in her plan. The staff also worked with the foster carers to ensure that the young person's move back to live with them went smoothly. A young person came to live at the home

three days prior to the inspection. The inspector was able to observe the young person in the company of the staff, and the interaction was positive and relaxed. This young person said, 'I like the staff and my room is good.'

The health needs of the young people are well met. There are excellent relationships with healthcare professionals. A specialist nurse from the child and adolescent mental health service said, 'The staff are passionate about the young people and work really well with my service.' The designated nurse for children looked after visits the home and is always available for help and support. The health and well-being of the young people is paramount and promoted by all of the staff. There is a new programme to promote confidence and self-esteem (CONSE), which is helping the young people to be more aware of themselves and build resilience. Art therapy is now taking place, which is helping the young people to be more relaxed. These new initiatives are taking place with all of the young people and being led by specific members of the staff team. Both of these staff were spoken to during the inspection and were extremely enthusiastic about the benefits to the young people.

Behaviour is managed very well. All of the staff have excellent relationships with the young people, and staff are to discuss and negotiate ways forward when issues arise. Restraints are used rarely, and the record of the one restraint that took place since the previous inspection indicated that it was appropriate. The young person's views had been recorded, staff de-briefed and the record was signed by a manager. Sanctions are used, but infrequently. They are appropriate and negotiated with the young people. The staff offer three alternative sanctions to the young people, who choose one. This helps the young people to understand their behaviour and understand the impact that it can have on others. A member of staff said, 'We always try to reward positive behaviour, rather than use sanctions.' There are some episodes of young people going missing from the home, but staff take appropriate action by looking for the young people in areas that they are known to frequent and contacting friends or family members. One young person has had a prolonged period of absence from the home, but staff keep in contact with him via mobile phone and liaise with family members. The young person's social worker said, 'He is a very complex young person, and the staff have been really proactive in staying in contact with him. They have made very positive relationships with his family, which help to keep him safe.'

Education is promoted and all of the staff have high aspirations for the young people. There are currently two young people who are in between training or employment placements. The staff are supporting them to find suitable work or training, including helping them to complete CVs and attending Connexions appointments.

The young people's case files are up to date. They contain thorough risk assessments and there is evidence that the young people have input into their plans. Plans and risk assessments are monitored and reviewed on a regular basis. A social worker said, 'Staff at the home work well with me, they keep me up to date and attend all meetings.' Key-worker sessions are undertaken on a regular basis. Also, the introduction of the 'my key worker' sessions, which set specific targets for the young people, is helping to identify their needs, as well as setting realistic goals and outcomes for them to achieve.

The home is purpose-built with a contemporary appearance. It has a homely feel with a large kitchen and a comfortable, large lounge. The garden and outdoor areas are very

well maintained. Health and safety checks take place on a regular basis.

The manager and senior team are highly motivated and committed. They support the staff team well and have delegated areas of responsibility appropriately to members of the team, which is working very well. This makes the staff feel valued and trusted. The manager and senior team know the young people well and speak of them with knowledge and affection. They are able to act as very strong advocates for the young people, supporting and championing their views and wishes appropriately. The manager and senior team listen to the young people and make suggested changes if appropriate. They know the strengths and weaknesses of the home, and are able to take any actions needed to make improvement.

There is one recommendation from this inspection to ensure that the home can continue to improve.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/05/2017	Full	Outstanding

What does the children's home need to do to improve?

Recommendations

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. They should be skilled in anticipating difficulties and reviewing incidents, such as learning from disruptions and placement breakdowns. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)

With particular reference to the regulation 45 reports being submitted as a single six-monthly report.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is

making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: 1233307

Provision sub-type: Children's home

Registered provider address: Newcastle Upon Tyne City Council, P O Box 690,
Newcastle Upon Tyne NE99 2BN

Responsible individual: Karen Simmons

Registered manager: Sharron Pattison

Inspector

Dot McGough, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2018

