

# 1244413

Registered provider: No. 57 Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is run by a private organisation and is registered for the care and accommodation of up to three children and young people who have emotional and/or behavioural difficulties.

**Inspection dates:** 12 to 13 June 2018

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

**requires improvement to be good**

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** 13 March 2018

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

At the previous full inspection, four compliance notices were issued. At a monitoring visit since this inspection, one compliance notice was found to have been met. Three were not fully met, so they were reissued with the relevant detail.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2018	Full	Inadequate
18/01/2018	Full	Inadequate

## 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, 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
<p>The quality and purpose of care standard is that children receive care from staff who–</p> <ul style="list-style-type: none"> <li>(a) understand the children's home's overall aims and the outcomes it seeks to achieve for children;</li> <li>(b) use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</li> </ul> <p>In particular, the statement in paragraph (1) requires the registered person to ensure that staff–</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6(2)(b)(iv))</p> <p>In particular, ensure that staff address all identified needs with sufficient individual work.</p>	14/10/2018
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff–</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans. (Regulation 8(2)(a)(i))</p> <p>In particular, ensure that all children of school age attend an appropriate education placement for sufficient time.</p>	14/10/2018
<p>The positive relationships standard is that children are helped to develop, and to benefit from relationships based on–</p> <ul style="list-style-type: none"> <li>(a) mutual respect and trust</li> <li>(b) an understanding about acceptable behaviour and</li> <li>(c) positive responses to other children and adults.</li> </ul> <p>In particular, the standard in paragraph (1) requires the</p>	14/10/2018

<p>registered person to ensure that staff–</p> <p>meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans. (Regulation 11(2)(a)(i))</p> <p>In particular, provide routine and boundaries, and clear expectations.</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff–</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12(2)(a)(i))</p> <p>In particular, ensure that all risks and actions to minimise risks are recorded in the risk assessment.</p>	14/07/2018
<p>After consultation with the fire and rescue authority, the registered person must take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home. (Regulation 25(1)(a))</p> <p>In particular, ensure that guidance in the fire officer’s assessment is fully implemented.</p>	14/07/2018
<p>The registered person must ensure that all employees have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(c))</p>	14/08/2018

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

The home was registered just over a year ago. The managers and staff have had a very difficult first year and the home was judged to be inadequate at two previous inspections. However, the responsible individual has made appropriate changes and the home is now settled, and the service has started to improve.

The children and young people have had mixed experiences during the period since the previous inspection. One young person has made good progress in most areas of their life including education and training, and also in improving relationships with their family. They are making progress in getting ready for independence and in developing

their personal and social skills.

Another young person has made very little progress. The manager and staff accept that they have not met the needs of this young person and they have terminated the placement. The young person was discharged from the home prior to this inspection. Many of the previous compliance notices and requirements were to address shortfalls in addressing the needs of this young person. In moving the young person to a more appropriate placement the staff have taken appropriate action.

Three of the requirements around quality of care, education and building relationships have been raised again as the inspector felt that more evidence of staff addressing these areas is now required.

The difficult time experienced by the staff team was largely caused by poor leadership and management. However, the previous manager has now left the home and staff spoken to at this inspection were now more positive, confident and motivated, and felt enthusiastic about being part of the developing service.

One parent spoken to by the inspector was glowing in their praise of how well the staff were supporting their child, saying the staff were doing a 'fantastic job'. The young person was equally complimentary about the staff and the support they were offering.

### **How well children and young people are helped and protected: requires improvement to be good**

The children and young people at this home are being better protected now. The staff are producing improved risk assessments and are now controlling risks. There has been a reduction in safeguarding incidents since the previous inspection.

The previous compliance notice and requirements have not been fully met. Although most risk assessments were complete and accurate, there was one assessment missing and a requirement has been made to address this issue.

The staff are undertaking appropriate individual work with the children and young people around safeguarding issues, and this is a positive development. Better quality work around internet dangers, safe relationships and risky behaviours is now being delivered by the staff to the children and young people. The staff are monitoring internet use much better now, and this helps keep the children and young people safer.

The responsible individual had ensured that a fire officer has inspected the premises. However, one piece of their guidance had not been acted on. The guidance is not completely clear, so a requirement has been made for the responsible person to clarify what needs to be done, to address this issue.

### **The effectiveness of leaders and managers: requires improvement to be good**

The responsible individual has ensured that the previous registered manager has left the

position. He stopped working at the end of March 2018, and left the post at the end of April 2018. The responsible individual appointed an interim manager who started working part time at the end of March 2018, and who commenced a full-time position on 7 June 2018. This person is suitably experienced and appropriately qualified, and is now in the process of applying for registration with Ofsted.

The new manager has largely completed a full review of all the work carried out at the home. This includes all recording systems, all monitoring systems, staffing and all care practices. This has been a positive piece of work and is clearly much appreciated by the staff team, which had previously lacked leadership. This work is not yet completed but is part of the ongoing development plan.

The responsible individual recognised that he needed to play a larger part in the running of the home, and he is now doing so. The responsible individual and the manager have reviewed the mistakes that have been made and have undertaken to improve practice. They particularly recognise the importance of making good quality and fully informed decisions around admissions, and of providing appropriate care that meets the needs of any child or young person admitted.

The new manager has recognised the importance of supporting the staff team well. She now provides better supervision and guidance and has developed a more appropriate staffing rota. The staff training is also improving.

Because of the short period of time the manager has been in post she has not yet completed all the work. But together with the responsible individual, she has met the previous requirements around leadership and management. One new requirement around completing staff annual appraisals has been made, as these have not yet taken place although they are planned.

Ongoing development plans are in place. Systems for monitoring the home have been improved. The Regulation 44 visitor has been changed, and the manager is now being provided with better independent advice. The responsible individual has engaged a social work consultancy to offer external supervision for the new manager. This is all positive.

## **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.

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:** 1244413

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

**Registered provider:** No. 57 Limited

**Registered provider address:** 15 Rostrevor Avenue, Stockton on Tees TS19 9JA

**Responsible individual:** Alan Carling

**Registered manager:** Post vacant

## Inspector

Colin Imrie, social care inspector



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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
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