

1248773

Registered provider: Resilience North East 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 five children and young people who have emotional and/or behavioural difficulties or learning disabilities. The manager has been registered since February 2017.

Inspection dates: 19 to 20 June 2018

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

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 January 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2018	Interim	Improved effectiveness

15/08/2017

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, 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 registered person must keep the statement of purpose under review and where appropriate revise it and notify HMCI of any revision and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a) and (b))	31/07/2018

Inspection judgements

Overall experiences and progress of children and young people: good

The home has been open for just over a year and the service has developed well. The registered manager and the responsible individual have made excellent progress and the service is providing care of a high standard. The manager has taken time to admit the children and young people in a planned way and, consequently, the home has been very settled throughout this inspection period.

All of the children and young people living at the home have made good progress. They all have significant learning disabilities and complex needs and the staff have supported them to achieve a great deal. Some have done well at school and others have been able to make significant changes to their behaviour by overcoming anxieties. Older young people have developed better independence and social skills.

The staff place a high priority on health. Medication is administered accurately, and all necessary medical checks and appointments are kept. One young person has made great progress with losing weight and gaining strength and fitness. All the children and young people are supported to have a healthy diet and to take regular exercise.

The children and young people are able to keep in close contact with their families, where this is appropriate, and the staff work hard to improve relationships with families at all times. One parent said, 'They are doing a brilliant job. He is less anxious and is happy and safe.' A placing social worker said, 'He has made fantastic progress; he is a different child.'

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

The children and young people at this home are kept very safe. In this inspection period,

no child or young person has gone missing from the home and no safeguarding incidents have occurred. The staff understand and assess risks well and take good precautions to minimise risk at all time. There has been no bullying within the home, but staff are aware of the possibility and take steps to address behaviour in its early stages.

The children and young people are supervised at all times when outside the home and for much of the time inside the home. Sometimes this supervision involves more than one member of staff being with each child or young person. The staff are not risk averse and do take the children and young people out on many trips, visits and activities which are greatly enjoyed and are beneficial to their development.

The home is very structured, and the staff have put in place very clear routines, boundaries and expectations. The staff are highly trained in the management of challenging behaviour. They all have a good understanding of how to deal with situations where children and young people become anxious or when they become unsettled, frustrated or occasionally aggressive. They offer a positive system to address behaviour whereby they avoid the use of sanctions and they reframe situations positively. This approach helps the children and young people to feel safe and works well.

The staff are well trained in the use of physical interventions. The number of recorded physical interventions is high, but they are appropriate, usually of very short duration and generally decreasing. When incidents increase, the manager is quick to identify a cause and work to help the child or young person to settle down again.

The effectiveness of leaders and managers: outstanding

The registered manager is highly experienced and very skilled. She is appropriately qualified and has good support from the responsible individual. This person is also highly experienced and has in-depth and specialist knowledge of behaviour management. The registered manager is confident and organised. She is very committed to the children and young people and is ambitious for all of them.

The home is a relatively new service but has already developed some excellent practice. The registered manager uses research and ideas from behaviour management theory to ensure that children and young people who have autistic spectrum disorder and other learning disabilities are cared for in the most appropriate way.

The registered manager has high expectations for all her staff. She offers them excellent training, supervision and support and they respect her for this. She is building a strong and dedicated team of staff and they are already working at a high level.

The staff work well with external specialists and services. The registered manager leads this and has developed excellent working relationships with education and health professionals and will challenge them when necessary.

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: 1248773

Provision sub-type: Children's home

Registered provider: Resilience North East Limited

Registered provider address: 1 Holmlands Park,
Chester-le-street, County Durham DH3 3PJ

Responsible individual: Debra Reine

Registered manager: Sandra Bullock

Inspector

Colin Imrie, social care inspector

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