

1272220

Registered provider: Tees-Valley Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home was registered in May 2018 to provide care and accommodation for up to four children and young people. A new manager has been appointed since the last inspection, but is not yet registered. Ofsted has not received an application to assess the new manager's fitness for the role.

Inspection date: 12 August 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 16 April 2019

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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Eight requirements were raised at the last full inspection, in April 2019. Half of these were found to be met during this inspection. There continues to be a clear link between the lack of a speedy progression of service developments and unstable leadership and management.

The manager has not sent the biannual monitoring report to Ofsted. This was due in June 2019. The manager has not sent the revised statement of purpose to the regulator to reflect the changes that have been made within the home. The requirements from the previous inspection in respect of the above have been repeated.

The manager has taken steps to improve the maintenance of the home in terms of redecorating and new furnishings. However, some repairs have gone unnoticed and a clearer system of monitoring shortfalls, such as a broken bathroom window and a

missing fire alarm in a young person's bedroom, would help the management to maintain better oversight. Recent damage to the home has led to a need for further repairs and decoration. The manager immediately took steps to improve the appearance of the home by organising for repairs to commence the next day and ensuring that broken items, such as a TV and a mirror, would be replaced quickly.

The staff follow the young people's risk assessments in respect of contextual safeguarding and the general risks in relation to their behaviours. However, there is no clear written risk assessment for young people smoking in their bedrooms. This does not provide assurance that the staff share a consistent understanding of how to reduce the risk for the young people in this context. The young people have completed online fire training to gain an understanding of the risks involved, but this has not yet stopped them from smoking in the bedrooms.

Impact risk assessments consider the needs of the existing young people and those of the new young people who are moving in, to ensure that they are well matched. There was an abrupt placement ending for one young person, as the staff were unable to keep him and others safe. Since this placement ended, a full debrief and a review of 'lessons learned' have taken place to improve future practice.

The staff are building positive relationships with the young people, which is helping them to engage in their plans. The young people do not go missing from home, there are no restraints and there has been minimal police involvement. The staff manage young people's behaviour relatively well. Staff send notifications of any relevant incidents to Ofsted in a timely manner.

Most of the young people engage with the clinical team, which helps them to regulate their emotions better and address difficult issues relating to and arising from their experiences. The staff help the young people to reflect on their negative behaviour by involving them in making decisions about the consequences of their actions. This is helping the young people to understand and improve their coping strategies and self-control and learn to comply with the routines and boundaries at the home.

The staff supported a young person to create a PowerPoint presentation to reflect his endeavours to overcome substance misuse and negative behaviour. The young person presented this at his recent review, and subsequently presented it to the inspector during the inspection. He was very proud of his achievements given his previous involvement in gang culture and crime.

The staff support the cultural needs of the young people and help them to build on their independence. When the young people have free time, the staff do regular welfare checks on them over the phone. The staff also do regular checks on the young people when they are having family contact. The young people have regular meetings at the home and the staff keep records of these. These meetings ensure that the young people's wishes are gained. However, any staff responses to fulfil the young people requests are not evident in records.

The young people who have moved into the home have received the children's guide,

know how to complain and have access to an advocate. They take part in planning their activities, which include bushcraft and outdoor survival skills, and adventure skills such as abseiling, archery and climbing walls. The young people have opportunities to go on short breaks such as day trips to London and Flamingo Land and a planned holiday abroad.

There have been a number of changes in the staff team since the last full inspection. This means that over half of the staff members are new to the home. The young people have been taking part in interviewing the new staff members. The new staff members are receiving training that is relevant to the young people's needs, such as training on trauma, county lines and sexual exploitation. There are still some gaps in the frequency of supervision of the staff. This is due to a recent change of manager. However, the new manager has an open-door policy and the staff feel supported in their practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2019	Full	Requires improvement to be good
23/10/2018	Full	Requires improvement to be good
13/09/2018	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 must comply within the given timescales.

Requirement	Due date
<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—</p> <p>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;</p>	15/10/2019

have the skills to identify and act upon signs that a child is at risk of harm;

take effective action whenever there is a serious concern about a child's welfare; and

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm.

(Regulation 12(1)(2)(a)(i)(iii)(vi)(b))

Specifically, the registered person needs to:

- ensure that there is robust oversight of all children's and young people's risk management plans so that they are of consistently good quality, identify all the risks and include clear links to contextual safeguarding. The plans must be followed in practice, show rationale for ceasing risk monitoring and confirm that discussions are held during staff supervision or team meetings to promote a shared understanding and consistently safe practice. This particularly relates to young people smoking in their bedrooms, ensuring that smoke alarms are fitted in all bedrooms and ensuring that the cracked window in the young people's bathroom is fixed.

The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—

helps children aspire to fulfil their potential; and

promotes their welfare.

In particular, the standard in paragraph (1) requires the registered person to—

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.

(Regulation 13(1)(a)(b)(2)(h))

Specifically, the registered person needs to ensure that decisive action is taken to meet the above, and to:

- improve the quality and content of the children's and young people's meeting records to clearly show how their wishes

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<p>and feelings are responded to;</p> <ul style="list-style-type: none"> ■ improve staff supervision records to ensure that they focus on children's and young people's experiences, needs, plans and feedback; ■ ensure that supervision records are recorded effectively and provide effective support, reflection and challenge, with clear action plans; ■ ensure that supervisors are appropriate and are trained to supervise the residential care staff; ■ ensure that all staff benefit from regular supervision, in line with organisational policy. 	
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16(1)(3)(a)(b))</p>	<p>23/09/2019</p>
<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review</p>	<p>23/09/2019</p>

report”).

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45(1)(2)(a)(b)(c)(3)(4)(a)(b)(5))

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: 1272220

Provision sub-type: Children's home

Registered provider: Tees-Valley Care Limited

Registered provider address: BHive, Skelton Industrial Estate, Skelton-in-Cleveland,
Saltburn-by-the-Sea TS12 2LQ

Responsible individual: Daniel Johns

Registered manager: Post vacant

Inspectors

Jacqueline Malcolm, social care inspector

Krista Hardy, 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
W: <http://www.gov.uk/ofsted>

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