

1272220

Tees-Valley Care Limited

Monitoring visit

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 and is in post. The fit-person interview will be progressed when a completed application has been submitted and checks have been progressed.

Inspection date: 26 November 2019

This monitoring visit

The purpose of this monitoring visit was to review the suspension notice that was served on 1 November 2019, following concerns relating to safeguarding practice at the home. The inspector found that staff were not responding to concerns or implementing appropriate strategies to protect children living at the home. Staff did not understand the impact of risk and were not consistent in supporting children with behaviour management. Staffing arrangements were ineffective.

There have been no children placed during the suspension period. The provider and staff employed at the home have used this time effectively to improve staff knowledge and understanding through focused training, team-building, and reflection on lessons learned. This has led to the staff having better knowledge and insight in regard to safeguarding practice.

The home environment has been made safer as a result of the water-filled trench in the garden being fenced off. This complies with health and safety standards. The work to ensure that the garden area is restored is planned to take place during the week of 2 December 2019. The home has been redecorated and now provides a homely atmosphere, with welcoming communal and private spaces that children can personalise.

Staff have updated their knowledge, skills and understanding through intensive staff training. The clinical support, along with direction from the provider, has delivered comprehensive key training and reflection opportunities for all staff. This has helped

to support the staff team to develop confidence and clarity regarding the actions to take when children are challenging and not engaging in their care plans.

At this visit, staff demonstrated improved knowledge of how to keep children safe from exploitation and harmful behaviours. The provider and staff believe that the training will lead to improved consultation between partners and professionals, and more detailed and comprehensive recording of risks prior to children's admission. However, this has not been tested or evaluated, given that there are no children accommodated, and will be assessed at the next monitoring visit.

The provider and manager propose to involve staff more widely in considering new admissions to the home, to promote better matching between the staff's skills and the risks to and needs of the children. Staff and children will be supported by the in-house clinical support.

Communication between staff in the home and the local police has been strengthened by staff establishing better relationships, a clearer understanding of risk and knowledge of when to share and escalate concerns. Improved communication with the police has also strengthened the process for information sharing, following new children being matched to the home. It is intended that this will support the provider to better understand children's behaviours and risks. The staff have an improved understanding of the importance of working with safeguarding professionals to understand complex risk, including county lines and missing from home, and they were able to demonstrate how they would share concerns.

Staff said that during the suspension period they have become more confident about managing complex behaviours and keeping children safe. They are more knowledgeable about the procedures to follow should children go missing from home, not return at the expected time, or place themselves or others at risk of harm. The newer staff feel that they are in a better place, and feel more resilient and able to respond to any such concerns. They feel that they are now better placed to provide consistent and authoritative care. The need to use agency staff has reduced, as additional permanent staff have been recruited and the staff have engaged in a period of team-building. All staff who do not have the requisite level 3 qualification are registered to study for this, and have been able to make progress towards gaining the qualification during the suspension period.

The provider and manager have considered the mix of staff on duty. Staff rotas are planned to include an experienced and confident team leader on every shift, to provide direction and guidance for less experienced staff. Two new deputy manager posts have been created, with one experienced practitioner expected to start next week. These additional posts are expected to support the manager and staff team, and enhance oversight and direction during shifts.

The manager has not submitted a completed registration application, but plans to do so shortly.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/10/2019	Monitoring	N/A
12/08/2019	Interim	Sustained effectiveness
16/04/2019	Full	Requires improvement to be good
23/10/2018	Full	Requires improvement to be good

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, 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>(2) In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>(b) 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.</p> <p>(Regulation 12(1)(2)(b))</p>	13/12/2019
<p>*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13(1)(2)(c))</p>	13/12/2019
<p>*The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.</p> <p>(Regulation 14(1)(a)(2)(a))</p>	13/12/2019

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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

Parveen Hussain, social care inspector
Janine Shortman-Thomas, social care inspector

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