

# 1248773

**Resilience North East Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is owned and managed by a private provider. It is registered to provide care and accommodation for up to five children who may have emotional and/or social difficulties and/or learning disabilities.

The home registered with Ofsted in February 2017. There is currently no registered manager in post.

**Inspection date:** 17 May 2021

## **This monitoring visit**

The purpose of the visit was to monitor the provider's compliance with enforcement action, including a review of the restriction of accommodation. The visit took place on site, and included a review of documents, a tour of the home and discussions with staff.

This home was last visited on 6 April 2021, when a monitoring visit took place. Following this visit, the restriction of accommodation order remained in place. Two compliance notices were served under regulations 12 and 13 to address serious concerns. These related to ineffective processes for ensuring that the home is safely maintained, and widespread failings in the leadership and management of the home. A further five requirements were issued to address other shortfalls.

The responsible individual has followed safer recruitment processes during the appointment of a manager. The manager is in the process of submitting an application to be registered with Ofsted. She is completing an induction and getting to know her team. There are currently no children living in the home.

Most of the care staff are currently furloughed. Those who remain have completed health and safety training, which has been discussed further in practical sessions to embed this knowledge and upskill the team. A system has been put in place so that the staff can complete routine checks of the home. The staff record the outcomes of

these checks and escalate any issues of concern. The staff demonstrate an understanding of their roles and responsibilities, including their role in maintaining a safe environment and how this helps them to keep children safe.

Staff have either completed or are enrolled on a suitable childcare course. Staff have completed all mandatory training, plus additional training that has included how to support children with a learning disability. The staff have expanded their knowledge so that they can become more proficient and effective in helping children.

The responsible individual has provided each member of staff with an appraisal and she has a system in place to ensure that these are carried out at regular intervals in the future. Staff have been supported to reflect on their practice. They have had their training needs identified and they each have an individualised development plan. This means that there is now an effective monitoring and appraisal system in place which helps leaders to ensure that children are provided with safe care.

Following this visit, the compliance notices are met and the restriction of accommodation has been lifted. The requirement previously issued under regulation 6, relating to completion of the refurbishment of the home, is reissued as this has not been fully met. However, the responsible individual has a suitable ongoing programme of work in place, which is nearing completion. The previously issued requirements under regulations 5, 8 and 45 were not reviewed during this visit. For this reason, they are reissued.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2019	Full	Good
19/06/2018	Full	Good
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, the 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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to secure the input and services required to meet each child's needs;</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (b)(c))</p>	18 July 2021
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide for children living in the home the physical necessities they need in order to live there comfortably;</p> <p>provide for children personal items that are appropriate for their age and understanding; and</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child.</p>	7 June 2021

<p>(Regulation 6 (1)(a)(b) (2)(b)(vii)(viii)(c)(i))</p> <p>This specifically relates to completing repair and maintenance work, and suitably furnishing the home.</p>	
<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—</p> <p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement;</p> <p>raise any need for further assessment or specialist provision in relation to a child with the child’s education or training provider and the child’s placing authority;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>help each child to attend education or training in accordance with the expectations in the child’s relevant plans.</p> <p>(Regulation 8 (1) (2)(a)(i)(iii)(iv)(v)(vi)(vii)(x))</p>	<p>18 July 2021</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 report”).</p> <p>The registered person must—</p> <p>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</p> <p>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.</p> <p>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))</p>	<p>18 July 2021</p>
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## 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:** 1248773

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

**Registered provider:** Resilience North East Limited

**Registered provider address:** Fox Street, Felling, Gateshead NE10 0BD

**Responsible individual:** Gillian Crake

**Registered manager:** Post vacant

## **Inspector**

Paula Kelly, Social Care Inspector

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