

# 1248773

Registered provider: Resilience North East Limited

Interim inspection

Inspected under the social care common inspection framework

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

This home is owned and managed by a private provider to care for one child who may have emotional and/or social difficulties and/or learning disabilities.

The home was registered with Ofsted in February 2017.

There has been no registered manager since 28 February 2022.

There are no children currently living in the home.

**Inspection date: 21 March 2022**

**Date of last inspection:** 19 October 2021

**Judgement at last inspection:** requires improvement to be good

**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 this interim inspection, Ofsted judged that it has sustained effectiveness.

Since the last inspection, one child has moved out and no other children have moved in. A new manager has been appointed who is yet to commence in post. The deputy manager is currently overseeing the management of the home, together with senior managers. The managers did not know whether the local authority in which the home is located had been notified that the child has been discharged from this home.

Notice was served on the child's placement due to a shortage of staff. While agency staff were required daily during this notice period, permanent staff also provided care every day. This helped to limit the distress that the unfamiliarity of agency staff caused the child.

Detailed daily notes demonstrate that the staff maintain appropriate supervision levels and use the systems in place to record and report pertinent information. However, there are multiple inconsistencies in medication records, with conflicting information about when a child's medication has been administered. This means that children's medication records are not always accurate.

Eight new staff have been recruited, with a diverse range of relevant skills between them. However, one of the recruitment records contains only one employment reference and insufficient background checks. Due to the responsible individual not being able to access all of the documents, including some recruitment documents, these were not available to the inspector. This limits the ability for relevant persons to analyse and evaluate the content of the records to ensure that safe recruitment practice is followed.

The new staff have completed an intensive 11-week induction and a training programme. This includes the company's mandatory training, as well as training in epilepsy and autism spectrum disorder. New staff shadow more experienced staff while they learn their roles and responsibilities. Staff said that morale among the team is good, and that they have benefited from having time dedicated to bonding and developing as a team.

Staff receive regular, reflective supervision, which is used to develop their knowledge of policies and procedures, and how to apply this to their practice. Staff value their supervision and use it to raise concerns and to make suggestions to improve practice. Supervisors provide feedback on these suggestions, demonstrating that the

staff are encouraged and supported to play an active role in developing improved practice.

The managers have failed to ensure that the statement of purpose is reviewed. This document contains out-of-date information about the responsible individual. In addition, the details of who should be contacted if someone has a safeguarding concern regarding a child are incorrect.

The managers have devised new systems to monitor the care that children receive. However, these processes have not been implemented. This demonstrates that the monitoring systems are not yet embedded into practice, or their effectiveness known. The requirement previously issued under regulation 13 is reissued to address this shortfall. The other previously issued requirements and recommendation are judged to have been met.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 19/10/2021      | Full            | Requires improvement to be good |
| 17/09/2019      | Full            | Good                            |
| 19/06/2018      | Full            | Good                            |
| 24/01/2018      | Interim         | Improved effectiveness          |

## 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 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>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))</p> | 22 April 2022 |
| <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. (Regulation 16 (1))</p>  | 22 April 2022 |
| <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular the registered person must ensure that—</p> <p>a record is kept of the administration of medicine to each child.</p> <p>This specifically relates to ensuring that the records of when the children's medicines are administered are accurate. (Regulation 23 (1) (2)(c))</p>                       | 26 March 2022 |
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The requirements are that—</p>   | 26 March 2022 |

|   |                      |
|---|----------------------|
| <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))</p>   |                      |
| <p>The registered person must notify, without delay, the local authority for the area in which the children's home is located of every admission of a child into the home and every discharge of a child from the home.</p> <p>The registered person is not required to notify the local authority in paragraph (1) if that local authority is also the placing authority for the child in question.</p> <p>A notification under this regulation must be in writing and must state—</p> <p>the child's name and date of birth;</p> <p>whether the child is provided with accommodation under section 20 or 21 of the Children Act 1989(a);</p> <p>whether the child is subject to a care or supervision order under section 31 of the Children Act 1989(b);</p> <p>the contact details for—</p> <p>the child's placing authority; and</p> <p>the independent reviewing officer appointed for the child's case; and</p> <p>whether the child has an EHC plan or a statement of special educational needs and, if so, details of the local authority with responsibility for the EHC plan or for maintaining the statement of special educational needs.</p> <p>(Regulation 41 (1) (2) (3)(a)(b)(c)(d)(i)(ii)(e))</p> | <p>26 March 2022</p> |

## Recommendation

- The registered person should ensure that any records that may be kept electronically (regulation 38) can be easily accessed by anyone with a legitimate need to view them and, if required, be produced in a legible form. In particular, ensure that there is a system in place that enables the regulator to access relevant documentation during an inspection. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 14.2)

## **Information about this inspection**

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.

Inspectors have looked closely at the experiences and progress of children and young people, 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:** Fox Street, Felling, Gateshead NE10 0BD

**Responsible individual:** Joanne Lewis

**Registered manager:** Post vacant

## Inspector

Paula Kelly, Social Care Inspector



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