

1272220

Registered provider: Tees Valley Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It is registered to provide care for up to two children who may have social, emotional, or mental health difficulties.

The experienced manager has been in post since March 2022 and is awaiting the outcome of a recent registration interview.

Inspection dates: 25 and 26 July 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 January 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/01/2022	Interim	Sustained effectiveness
24/05/2021	Full	Requires improvement to be good
12/08/2019	Interim	Sustained effectiveness
16/04/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are very settled living in this children's home. They build strong and trusting relationships with staff. These are at the heart of the progress that children make. They live in the home for a long time and view it as their home. The level of progress made means that children's day-to-day experiences are considerably enhanced. Children know that they are doing well and are proud of their achievements.

Children's views are central to the way in which staff meet their needs. For example, children are involved in writing their own care plans, which helps them to invest in the arrangements for their care. The home's care plans are aligned to the local authority care plans, the most recent versions of which are on children's files. This means that children receive a consistent approach to their care from all staff working with them.

The therapeutic support provided by the clinical team is responsive and successful. Children recognise that the support they receive is significant and that it underpins the progress that they make. The work of the clinical team informs the planning of the wider professional network. Clinicians also help staff to understand and respond well to children's needs. As a result, children receive consistent, individualised support in and out of the home.

Children are physically healthy. They attend urgent and more routine health appointments. This includes going to the orthodontist and being supported to wear contact lenses. This input is typical for other children of their age and enhances their self-esteem. Children are happy to attend these appointments with staff because of the quality of their relationships.

Children's educational needs are met. Staff advocate for children with complex learning needs, to ensure that the right support is provided. When children can return to mainstream schooling, they do. Staff communicate with school staff, to ensure any emerging issues are resolved quickly. Children recognise and build on their successes and develop aspirations for their futures.

The staff team reflects the children's diverse backgrounds. This is significant for children's cultural identity because children see themselves reflected in those caring for them. Staff learn about general approaches to equality and diversity. However, they do not learn about the specific cultural heritage of some children. This limits their ability to recognise and meet children's needs.

Children enjoy positive experiences that are unique to their interests. Children are involved in the preparation for events, including concerts and holidays. The level of

planning means that such activities are very successful. Children are building extremely positive memories of living in their home.

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

Staff help children to become safer, in the home and elsewhere. Staff talk to children in detail about possible risks. Children's understanding of danger increases, and they learn strategies to support good decision-making. In particular, the response to a concern about potential exploitation was excellent. The approach of staff empowers children to recognise their own strengths. This is hugely important for their developing sense of self-esteem.

Staff use their relationships with children to help reduce their risks from self-harm. Effective safety planning enables children to take managed risks. The impact on all aspects of children's well-being is notable. Children begin to plan for their futures as young adults because of the progress they make.

Children's behaviour is excellent. Individualised approaches to behaviour management are understood by staff and make sense to children. This means that restraint is rarely used. When such a response is required, staff hold children with minimum force and for a short period. Managers review all such events to ensure that learning is taken from what has happened. The progress of children from their starting points is remarkable.

Recruitment practice is safe and in line with statutory guidance. References are verified, risk assessments are undertaken when necessary and staff do not begin work until all checks are back. Managers responded well to shortfalls identified in previous inspections, and recruitment information is now in good order.

The effectiveness of leaders and managers: good

The new manager is ambitious for the well-being of children and the development of the home. She has established new processes where these were required. The positive impact of these changes is clear. Children, staff and professionals speak warmly about changes in the home and about the quality of the manager's leadership. Previous improvements are being built on and enhanced by some much needed stability.

Managers have an excellent sense of what the home is doing well and where improvements are required. The needs of children are at the forefront of managers' thinking. Managers know that children view the home as their long-term home and that any changes must not affect this.

Managers' oversight of the home is excellent. Managers review all records and consider the meaning of emerging patterns. This means that managers understand the impact on children of the quality of care they receive. Monitoring ensures that care plans and risk assessments are updated when necessary. As a result, children consistently receive the care they need.

Staff are provided with the support they need to perform well. They undertake a wide array of training. This includes significant input from the clinical team, which is tailored to the individual needs of children. Staff undertake a great deal of learning during their induction to the home. This means that they understand and meet children's needs from the outset.

Staff receive regular supervision from managers who have the training to do so effectively. This provides an opportunity for reflection, which staff find helpful. Team meetings are held frequently. These are important because they are the time when the whole staff team comes together. Staff are invested in their roles within the home because of the support they receive. They perform well as a result.

Managers ensure that professionals provide the right level of input for children. This is an improving aspect of the home. As a result, one child is now receiving appropriate educational input for the first time in a significant period.

Some staff do not have the appropriate qualification. Many of these staff have academic qualifications. However, these do not provide the same level of input to help staff care for children in a residential setting.

What does the children's home need to do to improve?

Statutory requirement

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>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (1) (2)(a) (3)(b) 4(a)(b))</p> <p>In particular, any qualifications felt to be equivalent to the Level 3 Diploma should include learning specific to the residential care of children.</p>	28 October 2022

Recommendation

- The registered person should ensure that staff undertake specific learning to respond to children's needs arising from their cultural or religious beliefs. ('Guide to the Children's Home Regulations, including the quality standards', page 17, paragraph 3.22)

Information about this 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: 1272220

Provision sub-type: Children's home

Registered provider: Tees Valley Care Limited

Registered provider address: PO Box 547, Middlesbrough TS1 9HG

Responsible individual: Daniel Johns

Registered manager: Post vacant

Inspector

Jane Titley, Social Care Inspector

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