

SC433451

Registered provider: St Cuthbert's Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a charitable organisation. It is registered to care for up to six children who have emotional or social difficulties.

The manager registered with Ofsted in August 2011.

The inspector spoke with all four children who live in the home during this inspection.

Inspection dates: 20 and 21 February 2023

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 5 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/10/2021	Full	Good
05/11/2019	Full	Outstanding
14/11/2018	Full	Outstanding
06/02/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children thrive while living in this family orientated home and their experiences are exceptional. Children live in a nurturing and stable home, where they are appreciated and well cared for. As a result, children make significant progress in all aspects of their lives.

Children inform every aspect of their care. Children are empowered to make decisions about the running and development of their home. The creative and diverse approaches that are used to ensure that children's views, wishes and feelings are considered are worthy of wider dissemination.

The manager uses research to inform practice and to improve the outcomes for the children. The home's model of care is embedded into all aspects of the care that staff provide. The language that the staff use is therapeutic and meaningful, and is understood by the children. This practice gives the children opportunities to gain the skills that they need to problem solve and express their emotional needs.

Staff have built positive relationships with the children. Children trust the staff to care for them, and they are open and honest in their discussions. Children actively seek staff for support and staff readily give this, regardless of the time of day or night. The strong, unconditional regard towards the children supports the healing of trauma and adverse childhood experiences.

Children take part in varied activities and experience opportunities that they have not experienced before. Children are helped to build positive memories and expand their creative, social, intellectual and physical interests. Individual talents and interests are nurtured and encouraged. This has helped the children to develop skills and enjoy new experiences.

Staff recognise the considerable progress that the children have made and they celebrate children's achievements. Children continue to receive support to be aspirational and to challenge themselves further. Children's self-esteem and progress have improved because of this.

The home has an excellent ethos to education. The manager understands the importance for children to have the correct education provision and advocates strongly for this. Children are interested in and speak positively about their education. Subsequently, the children's education attendance and attainment improve which increases their future potential.

Staff fully embrace the children's identity choices. They source more advice, which ensures that they give the children the correct support. Staff listen to the children and they respect their wishes. Children safely explore who they want to be.

Staff help the children to spend time with those who are important to them, sometimes for the first time in several years. Staff are creative in how they facilitate and support these arrangements. This is significant in promoting the children's identities and helps them to maintain important relationships.

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

The ethos of the home is one of a family environment that puts the children at the centre of all decisions. Staff encourage positive behaviour, kindness and respect. Staff are skilled and meticulous, and they have a detailed understanding of children's needs, which helps them to keep the children safer.

Staff are tenacious in their approach to safeguarding the children. The manager and staff work exceptionally well with the police, and they are held in high regard for their working practices. The strong safeguarding culture protects the children and reduces the risk of harm.

Staff are highly trained to identify warning indicators, vulnerability factors and protective factors when there are concerns that a child may be abused by exploitation. This awareness, and the proactive actions of staff, have better protected children.

Education is one strategy used by the staff to equip the children with the skills and knowledge that they need to keep themselves safe and develop skills needed for adulthood. External agencies are welcomed into the home to deliver workshops to the children. These opportunities enhance the children's awareness and support them to make safer choices.

The manager instils a proactive approach to risk management. Children's plans change in line with their levels of risk and they consider a broad range of influencing factors. Staff value and put in place the guidance that these plans provide. Children learn to make safer choices.

Children rarely go missing from the home and, when they do, episodes are managed exceptionally well. This is testament to the home being a welcoming and stimulating environment. When the children return to the home, the staff ensure that the children are well cared for and that they are available for the children to speak to.

Any incidents that take place are recorded well. The information contained within these records gives an accurate overview of the events. Debriefs with the staff show learning points that are then shared with the team. This helps to ensure that the staff continue to adapt and work consistently with the children.

The manager upholds strong safeguarding practices. All allegations and complaints that the children make are taken with the utmost seriousness. The manager's diligence ensures that the appropriate safeguards and supports are put in place to

protect the children and the staff. Children are happy and informed throughout this process.

The staff speak to the children about bullying to ensure that they understand the signs and effects of these behaviours, and how these behaviours may have an impact on others. This proactive work helps the children to consider their actions towards others and helps to ensure a safe home environment.

Safeguarding measures are in place to prevent the children from accessing unsafe websites and social media apps. In addition, children are educated about the risks associated with these online platforms during the children's meetings. This increases children's awareness and helps them to become increasingly safe.

The effectiveness of leaders and managers: outstanding

The manager is ambitious and aspirational for the children and staff. She works in partnership with the two equally dedicated deputy managers. Together, through creativity and commitment, they continually develop the home and embed a shared vision. This ensures that the children receive exceptional care and support.

The manager has a sound knowledge and understanding of each child. She is actively involved in the children's daily care and she has high expectations for their futures. Children enjoy spending time with the manager, and strong relationships are built. Central to driving improvements forward has been the active involvement of consulting with children on a regular basis. This helps the children to contribute to the care they receive.

The manager's enthusiasm is replicated in the whole staff team, which holds her leadership in very high regard. Motivated staff embrace their professional development opportunities and they strive to achieve their full working potential. Children receive care from a cohesive team of staff who feel valued and are extremely proud of their work.

The manager reviews the staff's working practices effectively and she promotes a culture of learning. High-quality and well-received support inspires the staff and helps them to feel valued. Staff confidently use their knowledge from research and specialist training to maximise the care children receive. New and innovative approaches are constantly considered and implemented to benefit the children's experiences.

The manager has implemented and embedded the use of reflective practice. This has developed the staff's own ability to critically think about their actions and learn from events. Staff are confident in using this themselves, and it is now also a part of the work they do with the children. This supports continuous learning and development of the staff and children.

The manager has instilled the staff team with confidence. Collectively, they are strong advocates for the children in their care and they appropriately challenge external agencies to ensure that the children's needs are well met.

The manager demonstrates sound insight into the home's strengths as well as areas that could be further improved. Her motivation and enthusiasm are highly effective at sustaining and driving improvements forward.

Rigorous internal and external monitoring systems help to maintain excellent practice. The manager develops purposeful assurance and communication systems to maintain a comprehensive oversight of the home. This achieves a perpetuating and high-quality delivery of care for the children. The manager values the scrutiny of the independent person's monthly reports. Senior managers conduct internal auditing, which further ensures that the home operates in line with the statement of purpose.

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: SC433451

Provision sub-type: Children's home

Registered provider: St Cuthbert's Care

Registered provider address: St Cuthberts House, West Road, Newcastle Upon Tyne NE15 7PY

Responsible individual: Amanda Head

Registered manager: Jody Scott

Inspector

Claire Webster, Social Care Inspector

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