

# 1248773

Registered provider: 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. The home is registered to provide care for up to three children with emotional and social difficulties, and learning disabilities.

The home was registered with Ofsted in February 2017. The manager registered in December 2022.

The inspector spoke to the two children living at the home.

**Inspection date: 30 May 2023**

## **This monitoring visit**

On 18 and 19 April 2023, the children's home was judged inadequate as serious and widespread failures were identified in the protection of children, and significant breaches in regulations relating to the leadership and management standard. At a case review on 25 April 2023, it was agreed that compliance notices under regulations 10, 12 and 13 would be issued.

This monitoring visit was carried out to review the provider's progress in meeting the compliance notices. The visit included a review of documents, a tour of the building, observations of children and discussions with the manager and staff.

The provider has ensured that children who require medical advice and treatment do so without delay. Therefore, the compliance notice that was issued under regulation 10 has been met.

The provider has improved the safeguarding arrangements for children. Therefore, the compliance notice that was issued under regulation 12 has been met.

The provider has improved the leadership and management arrangements for the home. Therefore, the compliance notice that was issued under regulation 13 has been met.

The senior leadership team supports the manager. By working together, they understand the needs of the home and what improvements are required. The leaders and managers share information through a weekly management meeting. Staff now speak positively about the leadership in the home. They feel supported and say that the changes are having a positive effect on the quality of care provided to the children.

Senior leaders have supported the manager to strengthen his understanding of the roles and responsibilities of a registered manager. The provider has ensured that there is effective management oversight of the day-to-day operation of the home. The manager is using a new computer system which helps him to gather data quickly. If the manager identifies shortfalls in the quality of care, he takes effective action. The system also records management oversight, which is reviewed by senior leaders.

Staff said that they are supported to care for the children and feel positive about plans to continue to develop the home. The staff have received additional training, for example in safeguarding children. This has helped to embed safeguarding procedures in the home. This means that staff now know what action to take if an incident occurs.

The manager has reviewed the staff team's training needs and, where he has identified gaps, staff have been enrolled onto training courses. As a result, staff allocated to care for children with complex medical needs are adequately trained. The manager has ensured that there are sufficient trained and skilled staff working at the home to care for the children.

The manager has ensured that all staff are trained in how to administer medication. This means that children receive their medication from staff who are suitably qualified.

The staff are recording when a child has an accident, also noting any injuries. The improvement in recording allows the manager to closely monitor children's injuries. This makes sure that appropriate steps have been taken by staff and promotes the children's safety.

The manager has prioritised staff meetings and supervision. Policies and procedures have been strengthened and shared with the staff team during these meetings. This helps staff to understand the content of the documents, and how this will inform their practice. As a result, staff respond to children appropriately. For example, when a child sustained a head injury, staff acted in accordance with the procedure and obtained medical treatment for the child.

The manager has completed a review of the children's files, including individual risk assessments. This means that risks to the children are recognised, and the staff have clear strategies to manage these risks. As a result, children are better safeguarded.

The manager is motivated and committed to raising the quality of care that children receive. He has a clear vision for the home. In addition, the provider has an action plan to continue the improvement work in this home. This has been shared with Ofsted.

The requirements previously issued under regulations 14, 23, 28, 33, 35, 36, 40 and 45 were not reviewed during this monitoring visit. For this reason, they are restated.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/04/2023	Full	Inadequate
07/06/2022	Full	Good
21/03/2022	Interim	Sustained effectiveness
19/10/2021	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(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 with the given timescales.

Requirement	Due date
<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. (Regulation 23 (1) (2)(c))</p>	30 July 2023
<p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p>	30 July 2023

<p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (1)(a)(b) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (b)(i)(ii)(c))</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36 (1)(a)(b)(c))</p>	30 July 2023
<p>A person may only manage a children's home if—</p> <p>the person is of integrity and good character.</p> <p>(Regulation 28 (1)(a))</p> <p>In particular, the registered person must ensure that the registered manager maintains accurate and up-to-date records and makes it explicitly clear when any records are amended.</p>	30 July 2023

<p>In particular, the registered person must ensure that the registered manager is open and transparent and shares accurate information with relevant agencies, placing authorities, Ofsted and those legally responsible for children.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home; and</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority;</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii)(c))</p>	<p>30 July 2023</p>
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>	<p>30 July 2023</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>30 July 2023</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>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p>	<p>30 July 2023</p>



there is any other incident relating to a child which the registered person considers to be serious.

A notification made under this regulation—

must include details of—

the matter;

the other persons, bodies or organisations (if any) who or which have been notified; and

any actions taken by the registered person as a result of the matter;

must be made or confirmed in writing.

(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b))

## 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:** 1 Fox Street, Felling, Gateshead NE10 0BD

**Responsible individual:** Joanne Lewis

**Registered manager:** Niall Hasson

## **Inspector**

Claire Webster, Social Care Inspector

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