

1272220

Registered provider: Tees-Valley Care Limited

Assurance 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 three children with social and emotional difficulties and mental health difficulties.

The manager registered with Ofsted in August 2022.

There were three children living in the home at the time of the inspection.

Inspection date: 1 August 2023

Date of last inspection: 13 April 2023

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Children are welcomed into the home in a planned and sensitive manner. New children can visit the home to meet the staff and the other children. Before moving in, children receive information about the home and are given pen pictures of the staff. Staff also visit the new child in their previous home and have discussions with people who know the child well. Consequently, staff have a good understanding of the child's individual needs and risks before they move in. This helps children to quickly settle into their new home, and they receive care that is tailored to their individual needs.

Staff support the children to build trusted and secure relationships with them. They spend time with children, know them well and take steps to promote their safety and well-being. One child said that they have 'built so many good relationships with the staff', feel like the staff are their 'second family', and can be open and honest with them about their feelings.

The children make progress in respect of their physical and emotional health. The care and support that staff provide has helped one child start to attend routine health appointments. One parent said that their child is 'happier and calmer' since moving into the home.

Staff provide children with opportunities to take part in a range of activities, both home-based and outside the home. These experiences promote the children's interests, confidence and life experiences. One child recently enjoyed a holiday abroad. For a child that recently moved into the home, staff support their interests by organising trips for them to go to the local park and the seaside.

Children's views are valued, and staff listen to them. Children know their right to complain. When children make a complaint, this is managed in a sensitive way, and proper investigations are carried out. Complaints made by children help the staff to learn and make changes to their practice so that they can better support the needs of children.

The home provides a warm and welcoming environment for children. It is clean and decorated to a good standard. Staff involve the children in decisions about the decor of the home. The children can personalise their bedrooms according to their own personal tastes and preferences. This supports the children to feel important and valued and helps them to invest in their home.

The safety of children

The trusting relationships that children have with staff help them to feel safe. Staff understand children's individual risks and respond to concerns about their safety. The staff have discussions with the children about their vulnerabilities and possible risks to their safety. This helps the children to understand risks and helps to keep them safe in the home, online and in the community. One child said that staff keep them safe, and they feel confident to talk to staff if they were in an unsafe situation.

Staff understand children's individual risks. Children's behavioural assessments and risk management plans are up to date and detail children's vulnerabilities. These are regularly reviewed by the registered manager. The plans set out what actions staff should take to manage any risks. This helps the staff to take a proactive role in reducing risk. Additionally, staff know how to respond quickly if safeguarding concerns arise.

Children do not go missing from the home. However, staff know what they should do if a child goes missing.

Staff have a good understanding of safeguarding and whistle-blowing procedures. When allegations are made about staff or there are concerns about a staff member's conduct, the registered manager follows safeguarding procedures. This action promotes the safety of children living in the home.

On occasion, staff will hold or guide a child, but only as a last resort to keep the child and others safe. The registered manager has good oversight of the times when this sort of intervention takes place. Following an incident, staff take part in a discussion to reflect on their response to the situation. This supports them with their learning. When children decline to talk about why they have been held by staff, they receive support from staff that they trust to share their views.

The registered manager follows safer recruitment practices. This keeps children safe as it reduces the risk of unsuitable adults working in the home.

The effectiveness of leaders and managers

The home is managed effectively and efficiently by an experienced registered manager. She is supported by an experienced deputy manager. The registered manager knows the children well and demonstrates a strong commitment to providing a permanent, stable and caring home for them.

There are sufficient staff to meet the needs of each of the children. Staff receive training to support them to deliver high-quality care. All staff are working towards achieving the required qualification in order for them to work at the home.

Staff said that they enjoy working in the home. They said that they feel supported by and have confidence in the registered manager. Staff value practice-based supervision and team meetings, as these help them to talk about the needs of the

children. These discussions help to improve the staff's practice and increase the staff's understanding of how they can best promote the children's progress, well-being and safety.

The registered manager has made improvements since the last inspection and has addressed the shortfalls that were found. There is external monthly scrutiny from an independent visitor. The registered manager values feedback from this visitor and acts on any recommendations made without delay. The registered manager is ambitious for children and demonstrates a strong willingness to develop the home through receiving feedback from others.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/04/2023	Full	Good
25/07/2022	Full	Good
05/01/2022	Interim	Sustained effectiveness
24/05/2021	Full	Requires improvement to be good

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: Helen Prescott

Inspector

Shirin Khan, Social Care Inspector

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