

SC472381

Registered provider: Middlesbrough Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and run by a local authority. It provides care and accommodation for up to three children and young people who may have emotional and/or behavioural difficulties. The qualified and experienced manager registered with Ofsted in August 2017.

Inspection dates: 19 to 20 November 2019

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 January 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2019	Full	Good
15/03/2018	Interim	Improved effectiveness
18/12/2017	Full	Good
03/11/2016	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children and young people make good progress in this home. They form strong relationships with members of staff. Children and young people begin to trust their carers within a short period of moving into the home. They know that the staff team wants the best for them. This helps them to respond positively to the care provided.

Children and young people move into the home following well-planned introductions. This reduces any anxiety they might feel about their new home. They help to choose items for their bedrooms, meet other children and young people and the staff team. Children and young people feel involved in their planning and this helps them to feel at home.

Children and young people attend school consistently. Members of staff speak regularly with teachers. This helps the staff team to understand any barriers to learning and helps teachers learn about the challenges that children and young people have experienced. As a result, children and young people make noticeable progress with their learning.

Children and young people are fit and well. They attend routine health appointments and receive support for their emotional well-being. Qualified mental health practitioners work with children and young people. The same professionals provide advice to members of staff. This means that children and young people receive a coordinated approach from their therapists and their carers. This helps their recovery from trauma.

Members of staff encourage children and young people to take part in a range of activities. They attend local groups along with children in the community, as well as going out with members of staff. Children and young people are having fun, building new skills and developing their social relationships. This is good for their self-esteem. When children and young people are new to the home, these activities help to develop a sense of belonging.

Children and young people live in a home that is very well maintained and decorated to a high standard. Visitors regularly comment on its welcoming and homely appearance. Children and young people like their bedrooms, which are decorated and furnished according to their wishes. Children and young people feel valued because of the efforts made to ensure they live in nice surroundings.

Members of staff ask children and young people for their views about living in the home. Children and young people see their wishes acted on. Members of staff explain if their requests cannot be granted. Children and young people learn that their views matter and that they can influence their world.

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

Children and young people are safe in this home. Members of staff use their positive relationships to help children and young people reduce their risks. This work has led to some children and young people becoming safer.

When children and young people are missing from the home, members of staff follow the home's protocols closely. Members of staff look for the missing children and young people. Children and young people know that their carers worry about them. As well as helping them to become safer, this is good for their sense of self-worth.

Members of staff use their positive relationships with children and young people to manage challenging behaviour. Children and young people learn from these experiences. They learn that their carers are competent and confident. As a result, children and young people respond well and their behaviour is increasingly positive.

Children and young people do not experience bullying in this home. Members of staff help children and young people to live together. Children and young people are learning to enjoy each other's company. This will be invaluable for them in the long term.

The effectiveness of leaders and managers: good

Leaders and managers are ambitious and committed to the children and young people. Managers lead their staff team by example, inspiring the staff to provide the best care for children and young people.

Managers strive to make this home as much like a family home for children and young people as possible. Managers remind staff to act as a good parent towards children and young people, and not to use professionalised language. As a result, children and young people feel well cared for and nurtured.

Managers have good monitoring systems. They carry out regular audits of case files. The quality of recording is excellent, and it reflects the day-to-day experiences of children and young people. However, the quality of care review report does not include feedback from children and young people. This is a missed opportunity to evaluate how staff consult with children and young people.

Managers make good links with the wider professional network. Managers challenge other professionals when the needs of children and young people are not being prioritised. As a result, children and young people receive additional and effective services.

Managers encourage residential staff to develop their skills. Senior members of staff are often appointed from within the home. Staff turnover is low, with many members of staff working in the home for lengthy periods. This means that children and young people are growing up in the care of the same, increasingly skilled and experienced, members of staff.

Members of staff receive regular supervision and appraisals. Managers and senior staff provide support to the staff team, but also challenge practice when necessary. Members of staff described their managers as being approachable and encouraging when they want to develop their skills. As a result, members of staff strive to perform well.

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, 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 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> <ul style="list-style-type: none"> the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and <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)(b) and (5))</p>	<p>31/12/2019</p>

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children’s home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC472381

Provision sub-type: Children's home

Registered provider: Middlesbrough Borough Council

Registered provider address: PO Box 99, Middlesbrough TS1 2QQ

Responsible individual: Paul Rudd

Registered manager: Katie Dawson

Inspector

Jane Titley: social care inspector

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