

# SC472392

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 is registered to provide care and accommodation for up to four children and young people who have emotional and/or behavioural problems. The manager has been registered since 2018.

**Inspection dates:** 27 to 28 February 2019

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

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

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:** 21 March 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/03/2018	Full	Good
11/01/2017	Interim	Improved effectiveness
26/04/2016	Full	Good
06/01/2016	Full	Requires improvement

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children and young people are looked after by staff who care passionately about them and who have the skills to understand and meet their needs. Staff don't give up on children and young people. As a result of this care, children and young people make remarkable progress from their starting points.

Members of staff build strong relationships with children and young people. This is the basis for the care that staff provide. As a result, children and young people like and trust members of staff. They respond extremely well to their carers' efforts to keep them safe and ensure that their needs are met.

Staff promote the physical and emotional health of children and young people. Some children and young people have had their health needs met for the first time in many years. Members of staff work closely with healthcare professionals to make sure complex issues are addressed. Children and young people learn the importance of looking after their health. This has a significant impact on their long-term development.

The educational progress of children and young people is supported with individual plans. Members of staff talk to children and young people about the importance of education. Because of the positive relationships with their carers, children and young people respond well. They make excellent progress from their starting points.

Children and young people are supported to develop independence skills. Their independence plans focus on building responsibility and social skills, as well as carrying out domestic tasks. The home offers ongoing support once children and young people move on. This means that if a young person has difficulties, they can be helped by staff they already know and trust.

Members of staff develop constructive relationships with members of the wider professional network. If a child or young person needs more support, staff know who to ask. Because of these professional links, children and young people receive an excellent range of services from people who are able to help them.

Children and young people do a variety of activities. Staff offer support when children and young people are anxious about taking part in something new. These opportunities help children and young people to develop their self-esteem and boost their confidence.

The home supports children and young people to spend time with their families when it is safe to do so. Members of staff work with family members to help them to meet the needs of their children. As a result, children and young people have improved family relationships. Family members say they are very pleased about the progress made by their children.

The views of children and young people are regularly sought. Children and young people choose the decor in both communal and personal spaces in the home. Members of staff provide healthy and nutritious meals, in line with the choices of children and young people. Children and young people learn that their views matter and can influence their world.

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

Children and young people are missing from home less often than they were previously. For some young people, this is a remarkable improvement. Children and young people are involved in far fewer significant incidents in the home or in the community. Children and young people are safer now than when they arrived at the home.

Children and young people are not at risk from child sexual exploitation. For some, this represents enormous progress from their starting points. There is no current risk from 'county lines' type behaviour. Children and young people continue to work with staff members to improve their understanding of these risks.

Where substance misuse is an issue, members of staff refer children and young people for professional support. Staff encourage children and young people to engage with this work. As a result, children and young people are learning about these risks and are making positive changes to their lifestyles.

Members of staff prepare and update individualised risk assessments for children and young people. Children and young people are involved in the development of these assessments. This helps them to understand what their carers are worried about and what needs to happen for them to be safe.

Members of staff provide clear and consistent boundaries for children and young people. They use their positive relationships to explain what is expected. As a result, the behaviour of children and young people in the home is generally good.

Because of the input of the staff team, incidents of risk-taking behaviour have reduced significantly. Children and young people are encouraged to talk about their emotions to members of staff and to professional colleagues. As a result of this support, children and young people find safe ways to manage their feelings.

Safe recruitment practices in this home mean that children and young people are looked after by staff who do not pose a risk. Any incidents when staff behaviour does not meet expected standards are dealt with robustly. Such a response gives children and young people a powerful message that their well-being is the priority of the home.

### **The effectiveness of leaders and managers: outstanding**

This home is led by an inspirational registered manager. The manager has introduced new ideas and ensured the implementation of organisational developments. This home is forward-thinking. There is a focus on constantly improving the outcomes for children and young people.

The registered manager inspires the staff to do the very best for the children and young people in their care. Because of the aspirations of the manager, staff want to do well and constantly improve their skills. Staff report that the manager helps them to see what they can achieve for the children and young people, even if they had not thought it possible.

The registered manager makes excellent use of new and resourceful ways of working with children and young people. These include improving the understanding of risk and enhancing direct work. As a result, the interventions made by members of staff are very effective.

The registered manager developed a new way of sharing important information with key professionals. This leads to better, more effective outcomes for children and young people. This innovation received international recognition and has been adopted by other organisations.

The leadership team tracks the work of the staff team and the progress of the children and young people. The registered manager has an excellent understanding of what works well and where further development is needed. Because of this approach, the staff team has become more skilled and children and young people have made exceptional progress.

The registered manager encourages staff to develop the potential of individual children and young people. This works well. Children and young people learn that they can succeed and make positive changes. For some, this is the first time they have felt like this.

The members of staff work very well together. Leaders use team development strategies to improve team cohesion. These strategies are extremely useful. Members of staff are consistent in the care they provide to children and young people. As a result, children and young people have confidence in their carers and feel safe.

The registered manager challenges professionals who do not respond to the needs of children and young people. The registered manager escalates concerns, when necessary. This has brought about significant improvements to the progress made by children and young people.

The registered manager expects staff to complete essential and additional training. The manager extends important training opportunities to family members as well as other professionals. This means that key people in the lives of children and young people learn the same way of engaging with them. This creative approach results in remarkable improvements for children and young people.

## **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:** SC472392

**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:** Robert Hamer

## **Inspector**

Jane Titley, social care inspector

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