



The Regulation and
Quality Improvement
Authority

Children's Home Inspection Report

IN043017

28 February 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Service Type: Children's Home Provider Type: Health and Social Care Trust Located within: – Southern Health and Social Care Trust	Manager status: Registered
Brief description of how the service operates: This home is registered as a small children's home as defined in The Minimum Standards for Children's Homes (Department of Health) (2023). The children living in this home have had adverse childhood experiences which has resulted in them requiring residential care. Children and young people will be referred to collectively as young people throughout the remainder of this report.	

2.0 Inspection summary

An unannounced inspection took place on 28 February 2025 between 09.00 a.m. and 5.00 p.m. This inspection concluded on 4 March 2025 following review of additional evidence submitted to RQIA post inspection. The inspection was conducted by a care inspector.

The inspection assessed progress with all areas for improvement identified during the last care inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led. All previous areas for improvement were met and no new areas for improvement were identified.

Staff demonstrated a detailed understanding of the needs of the young people in their care. Care planning reflected detailed and individualised approaches to emotional regulation, behaviour support and educational engagement. Records evidenced individual needs were being met and positive, trusting relationships were evident. The home had a stable and experienced staff team who were confident in their roles and were committed to the wellbeing of the young people. Relationships between staff and young people were warm, respectful and underpinned by trauma informed practice. The home environment was found to be warm and nurturing.

The inspector concluded there was safe, effective and compassionate care delivered in the home and the home was well led by the manager.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

In preparation for this inspection, a range of information about the service was reviewed to help plan the inspection. During the inspection a range of documents were examined to determine that effective systems were in place to manage the home and deliver safe care.

RQIA inspectors seek to speak with young people, their relatives/carers, visitors and staff for their opinion on the quality of care and their experience of living, visiting or working in this home.

Information was provided to young people, relatives/carers, staff and other stakeholders on how they could provide feedback on the quality of care and support in this home. This included questionnaires and an electronic survey.

The findings of the inspection were discussed with the manager at the conclusion of the inspection.

4.0 What people told us about the service

The inspector spoke with young people and staff during the inspection. Feedback provided a positive view regarding how the young people felt safe within the home and were well supported by the staff. They described the home as comfortable and they had access to the things they needed, including healthcare, education, and time with friends and family. The young people were seen to be engaging with staff and interactions were noted to be positive.

Staff expressed confidence in the leadership of the home and felt well supported in their roles. They reported a strong team dynamic and shared a commitment to promoting positive outcomes for young people. They described a culture of openness and teamwork, underpinned by reflective practice. Staff felt they had strong values within their team and a clear focus on stability, safety and positive outcomes.

No feedback was received by RQIA via questionnaires or electronic survey post inspection.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

Areas for improvement from the last inspection on 19 December 2023		
Action required to ensure compliance with The Minimum Standards for Children's Homes (DHSSPS) (2023)		Validation of compliance
Area for Improvement 1 Ref: Standard 15 Stated: First time To be completed by: 7 August 2023	The registered person shall ensure the Children and Young People's guide should be reviewed; and action taken to ensure this document is accessible to all the young people in the home.	Met
	Action taken as confirmed during the inspection: This area for improvement was met.	
Area for Improvement 2 Ref: Appendix 1, Standard 4 Stated: First time To be completed by: Immediate and ongoing (19 December 2023)	The registered person shall review the management of controlled drugs to ensure the receipt, administration and disposal of controlled drugs are appropriately recorded in a controlled drug record book. Ref: 5.2.3	Met
	Action taken as confirmed during the inspection: This area for improvement was met.	
	Action taken as confirmed during the inspection: This area for improvement was met.	

5.2 Inspection findings

5.2.1 How does the service ensure young people are getting the right care at the right time?

Young people should be kept safe both emotionally and physically and should benefit from preventive approaches, early identification of concerns, and sensitive, high-quality support from staff who work in partnership with their wider multidisciplinary team to keep them safe.

Each young person had a comprehensive placement plan informed by their Look After Child (LAC) review and Trust assessments and these plans were updated on a regular basis. Risk assessments and behaviour support plans were dynamic and written in conjunction with the young person, with input from the staff.

A broad range of needs including emotional regulation, independent living skills, family contact and education engagement were all addressed. There was evidence of consistent progress for the young people, particularly in terms of school attendance, emotional wellbeing and a reduction in risk taking behaviour.

There was evidence of strong multi-agency working and good communication with specialist services.

5.2.2 How does the service ensure that safe staffing arrangements are in place?

Responsive staffing arrangements are essential to; safeguard and promote the health and wellbeing of the young people and adhere to safety plans. Responsive staffing arrangements were evidenced on inspection. The manager described the staffing levels which had been assessed as necessary to meet the needs of the young people. Staff rotas evidenced consistent allocation of familiar staff to each shift. This has contributed to the development of secure attachments and trusting relationships between the staff and young people. A review of a sample of the staff rotas evidenced staffing levels were consistent with the levels described; and are reviewed on an ongoing basis to ensure they remain consistent with the needs of the group of young people in the home.

Young people thrive when they have access to consistent care givers and when they have the opportunity to form stable and enduring relationships. There were no current vacancies within the staff team. Bank staff usage was minimal and only utilised to cover short notice absences. There was a regular bank pool of staff, familiar to all young people in the home.

5.2.3 Does the service ensure that the home environment meets the needs of the young people?

The home was nicely decorated and presented as a comfortable, homely space for young people to live, with soft furnishings and artwork helping to create a welcoming environment. Young people's bedrooms had been decorated in line with their wishes and preferences. Communal areas were also warm and inviting and young people had access to games and books. A well maintained outdoor space was also available to the young people.

Environmental risk assessments were in place and regularly reviewed. Maintenance logs evidenced prompt response to reported faults. Fire safety checks were up to date and no concerns were identified regarding environmental safety.

5.2.4 How does the service promote and protect the health of the young people?

Young people had access to primary and specialist health services. Each young person was registered with a general practitioner, dentist and an optician. Health needs were well

documented and followed up. Referrals were made in a timely manner for Child and Adolescent Mental Health Services (CAHMS), sexual health and substance misuse support.

Medication was safely stored, administration records were completed and medications were actively reviewed in multidisciplinary meetings.

Staff supported young people to engage in healthy routines including cooking, exercise and sleep hygiene. Key work on emotional wellbeing was clearly documented and reflected a therapeutic approach.

5.2.5 What arrangements are in place to ensure that staff can identify, report and learn from complaints/adverse incidents?

Incident logs demonstrated appropriate notification to the Trust, RQIA and follow up actions. Staff debriefs took place after significant incidents and any learning points were noted.

Complaints records evidenced good governance arrangements were in place and that there was a robust approach to the investigation of complaints. Where concerns had been identified, the manager had undertaken internal investigations of incidents. Records provided assurance that these investigations were thorough and comprehensive, with clear outcomes and findings to support continuous learning and improvement within the home.

5.2.6 How does the service ensure that there are robust management and governance arrangements in place?

Stable leadership arrangements are essential to embedding effective governance, ensuring robust oversight of care practices in the home, and in providing clear direction and quality support to staff. When sustained, this creates a foundation for positive outcomes for the young people, in a setting where they can thrive and reach their full potential.

The service demonstrated evidence of clear management structures within defined roles and responsibilities. The manager was knowledgeable about their regulatory responsibilities and was actively engaged in overseeing the quality and safety of the service. There was evidence of regular team meetings, supervision sessions and audits to support continuous improvement.

The manager presented as improvement focused and committed to maintaining a therapeutic and young person centred approach to care provided within the service. The staff team benefited from the visible leadership demonstrated by the manager and their commitment to promoting an open, supportive culture within the home.

Staff had completed mandatory training including safeguarding, physical intervention and fire safety. Additionally, training on trauma informed practice and self-harm had also been completed. Staff had received reflective supervisions within the expected timescales and stated they felt well supported within their role.

Overall, governance and management arrangements were found to be robust, with an emphasis on maintaining high standards of care and compliance with regulatory compliance.

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with manager as part of the inspection process and can be found in the main body of the report.



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