



The Regulation and
Quality Improvement
Authority

Children's Home Inspection Report
IN048689
24 November 2025

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1.0 Service information

Service Type: Children's Home Provider Type: Health and Social Care Trust Located within: –Northern Heath and Social Care Trust	Manager status: Registered
Brief description of how the service operates: The children and young people 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. There is a condition on the registration of this service which limits the maximum number of places which can be used to provide care for young people who have been assessed as having an intellectual disability.	

2.0 Inspection summary

An unannounced inspection took place on 24 November 2025 between 09.00 a.m. and 18.00 p.m. The inspection was conducted by a care inspector.

The inspection assessed progress with one area 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. An area for improvement regarding young people's goals and future planning was assessed as met.

The inspection focused on the arrangements in place to promote the health and wellbeing of the young people. The inspection focus included young people's involvement in decisions regarding their health and well-being and the management of medicines.

A review of records, along with observations of care, interactions and discussions with the staff, identified a compassionate staff team who worked well together. Staff had a detailed understanding of young people's individual needs and positive relationships were evident. Records reviewed demonstrated good communication with relevant partners to ensure the health and wellbeing needs of the young people were met.

The manager was a visible role model, and their leadership style helped foster a supportive and respectful culture. The inspector concluded there was safe, effective and compassionate care delivered in the home and the home was well led by the manager.

The findings of this report will provide the manager with the necessary information to improve staff practice and young people's experience.

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.

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 observed the young people and their interactions with staff on the day of the inspection. The young people's body language presented as relaxed and at ease. Young people were engaged in a range of activities with staff on the day of inspection; including decorating the home for the holiday season and planning meals for that evening with staff. Staff were observed as compassionate, warm, respectful and caring in their interactions with the young people.

Staff spoke positively about the manager and described good teamwork, effective communication and a positive culture within the home. There was a strong focus on promoting a consistent and coordinated, trauma informed approach to the care provided to the young people.

Team meetings were held on a regular basis and staff support mechanisms such as key worker meetings, regular individual and group supervision, reflective practice forums, and annual appraisal were in place. Staff reported that the management team were always approachable and they felt confident that any concerns raised would be addressed. Staffing levels were described as safe with a cohesive team working together to ensure young people were supported safely and effectively.

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 10 October 2024		
Action required to ensure compliance with The Minimum Standards for Children's Homes (Department of Health) (2023)		Validation of compliance
Area for improvement 1 Ref: Standard 2 Stated: First time	The registered person shall ensure that young people have access to regular key work sessions that support their development and progress toward identified goals, with records clearly reflecting the effectiveness of these sessions and future plans.	Met
	Action taken as confirmed during the inspection: This area for improvement was met.	

5.2 Inspection findings

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

A comfortable, well-furnished, welcoming and homely environment gives a strong message to young people that they matter. On arrival to the home a warm, clean, homely well-maintained environment, decorated to a good standard was observed. A gym room was available and there was access to exercise activities and equipment available both within the home and in the garden.

Young people were encouraged to assist with cooking and baking to support them to develop the life skills they would need to live independently as an adult. There was a large communal dining room beside the kitchen where staff and young people could share meals around the table together. This approach supports young people to social development, and helps to create a sense of belonging and connection to the home that they live in. The manager described that the young people took pride in their home, they were supported to personalise their bedrooms and their views and opinions were sought regarding the running of the home

The kitchen required improvement as missing cabinet fronts and peeling worktops were noted. The manager confirmed these issues had been escalated for review and necessary action through internal reporting processes. Progress in this area will be monitored through future inspection activity.

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

The Northern Ireland Framework for Integrated Therapeutic Care (NIFITC) had been implemented in the home with positive effect. The assessment of young people's health and wellbeing needs were supported by this framework. Records demonstrated that detailed information was maintained regarding each young person's needs. The health professionals involved in the young people's care were clearly identified, and referrals to other agencies were documented.

Records evidenced that young peoples' health and wellbeing goals were reviewed regularly and records updated. Discussions with staff regarding young people's health needs confirmed they were aware of specialist teams and who to contact for advice.

Young people were actively encouraged to take responsibility for their personal healthcare needs to develop life skills that will help them live successfully as young adults.

Medicines management was well organised with clear protocols in place for staff and accurate recordings maintained to support safe administration of medicines. Regular medication audits were carried out.

Overall, the service provided a well-coordinated and proactive approach to healthcare, ensuring that the young people's needs were met through effective planning, professional collaboration, and consistent implementation of therapeutic and preventative practices.

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

The care and support observed on the day of the inspection was young person centred and fostered a culture within the home that was supportive, inclusive and respectful.

Governance arrangements and staff practice were underpinned by NIFITC, through the provision of a structured framework within which to guide staff and ensure a consistent and trauma informed approach to care. Staff receive targeted therapeutic training, regular supervision and reflective practice, ensuring they could develop the skills to recognise health needs early and to support young people to access appropriate healthcare.

The NIFITC 'one child-one plan' approach strengthened holistic care planning, integrating emotional, physical, and mental health needs into a single coordinated plan. This approach enhanced multi-agency working with health services and improved continuity of care. Safeguarding was strengthened through staff understanding of trauma-related indicators that may mask underlying health issues. In addition, access to multi agency professionals had been enhanced through regular Care Network meetings.

The framework also promoted a stable, relational environment where young people could feel safe to express concerns about their health and engage with services. The staff team demonstrated a strong commitment to ensuring young people's voices were actively heard and meaningfully shaped decisions about their care.

Robust governance arrangements, combined with reflective and restorative practices and underpinned by a trauma informed approach, contributed to a safe and nurturing environment in which both young people and staff felt valued, respected and supported.

Overall, the introduction of the NIFITC within the home promoted good governance, and supported achieving improved access to health services, and better outcomes for young people.

6.0 Quality Improvement Plan/Areas for Improvement

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



The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
Twitter @RQIANews