

1214270

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for one young person who may have emotional and/or behavioural difficulties. The home is privately run and managed.

The manager was registered with HMCI in January 2019.

Inspection dates: 24 to 25 January 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: 15 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2017	Full	Good
12/01/2017	Interim	Sustained effectiveness
27/04/2016	Full	Good

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, 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
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23(1))	28/02/2019
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child, are kept up to date and are signed and dated by the author of each entry. (Regulation 36(1)(a))	28/02/2019
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must maintain in the home the records in Schedule 4 and ensure that the records are kept up to date. (Regulation 37(1)(2)(a)(b)) In particular, ensure that a copy of the staff duty roster of persons working at the home includes the manager and a record of the actual rotas worked.	28/02/2019

Recommendations

- Children's home staff should take reasonable precautions and make informed professional judgements based on the individual child's needs and developmental-stage about when to allow a child to take a particular risk or follow a particular course of action. ('Guide to the children's home's regulations including the quality standards', paragraph 9.7, page 42)
- Any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the children's home's regulations including the quality standards', paragraph 15.5, page 65)
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic

environments. Children's homes must comply with relevant health and safety legislation. ('Guide to the children's home's regulations including the quality standards', paragraph 3.9, page 15) This relates specifically to eliminating any potential hazards, such as the slippery decking and moss covering the car park area.

Inspection judgements

Overall experiences and progress of children and young people: good

There is currently one young person living at the home. The inspector met the young person during this inspection. The young person was observed to have positive relationships with the staff and the home was filled with warmth and laughter. The young person said, 'I like living here and the staff are OK too.'

Since the last inspection, three young people have moved in and out of the home. Transitions were well supported, and staff ensured that the young people understood the reason that their placements had ended. The current young person moved from another home within the company. This was a well-planned move and the young person was fully involved throughout the moving process. His key worker also transferred with him to maintain the positive relationship they had established.

The young person's experiences and progress while living in the home are very good. He benefits from individualised and well-planned care, provided by an enthusiastic, committed, stable staff team and a knowledgeable manager.

Staff have high aspirations for young people to achieve in their education. Since moving to the home, the young person has made excellent progress in his education. His attendance has improved to 100% and his grades in mathematics and English have improved significantly. His teacher confirmed the progress and achievements that the young person has made and said, 'We have seen a marked improvement in [name]. He is now on time, achieving in class and his behaviours have improved. He is much more settled.'

Staff promote the emotional, psychological and physical health needs of the young person. Staff carry out direct work sessions with him to ensure that he understands the importance of maintaining his own health and well-being. When required, staff have worked creatively to ensure that the young person can access the services that he needs for example, taking the young person to visit the building where he will get treatment later, so that he understands the layout of the setting and what will happen during the visit. This provided the young person with reassurance and he then attended his next appointment.

The relationships between the young person, his family and other important people in his life remain a key priority for staff. Staff facilitate contact arrangements, provide transportation and monitor arrangements closely. All contact with family and those important to the young person takes place within a clearly defined plan. Friendships are

encouraged, and the staff support the young person to enjoy fun and creative activities with his friends and family members. This ensures that the young person continues to have positive relationships with people who are important to him.

Although staff work very hard to promote a warm, nurturing environment, parts of the exterior of the building require work. This is a potential hazard to the young person, staff and visitors. For example, the decking outside of the home is slippery and there is moss covering parts of the car park, which is hazardous. When brought to the attention of the provider, immediate action was taken to try to rectify the hazard, but further work is required.

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

Safeguarding young people is a priority of the staff team and central to their practice. The young person is fully supported in keeping himself safe. Sufficient levels of supervision both inside and outside the home recognise his vulnerabilities.

There have not been any incidents of going missing, child sexual exploitation or substance misuse in this home for some time. There are clear policies and procedures in place for tackling such risks, and staff receive effective training to ensure that they fully understand their responsibilities in relation to safeguarding. They are vigilant to any signs which could suggest that a young person is at risk and are clear in relation to what action they would take. This means that the safety and well-being of the young person are considered of high importance.

Staff support the young person to manage his behaviour and feelings in a safe and supportive manner. Positive behaviour is promoted, and staff ensure that there is continuity and consistency of boundaries. Staff set expectations of behaviour which are clear for the young person to follow. These include acting with consideration towards others and undertaking appropriate self-care tasks. He is encouraged to behave appropriately through the use of positive incentives and praise.

The registered manager ensures that the young person's known risks are identified. Staff are provided with comprehensive risk assessments and detailed care plans that guide and support them in how to manage and reduce the risk and to meet the young person's needs. However, on occasions staff have not signed and dated any amendments made and the author of the document has not always been included. A requirement is raised.

Medication is not always recorded in accordance with policies and procedures. Errors in recording have been overwritten, which can make it difficult to read the entry and understand the amount left in stock. Furthermore, the audits carried out have not identified these errors. A requirement is made to ensure that this is addressed.

The effectiveness of leaders and managers: good

Since the last inspection, the previous manager has left the home. The new manager submitted an application to Ofsted and was registered in January 2019. She is experienced and is undertaking the required management qualification to enhance her knowledge and skills. She also manages another children's home. She is well-organised and has the capacity to be in day-to-day charge of both children's homes.

Since taking over in the home, the manager provides clear and effective leadership. She is ambitious for the young person to live in a safe and supportive home where he can achieve better outcomes and lead a happy and fulfilling life. She has made a significant improvement in the monitoring systems in the home and has a clear understanding of its strengths and weaknesses. She has recently completed a comprehensive review of the quality of care provided and introduced a number of new systems to ensure that staff work within the statement of purpose for the home.

All staff spoken with during the inspection reported high levels of satisfaction with the management support that they receive. This includes regular supervision and team meetings to review practice and identify areas for development, including training. There is a detailed training matrix in place, which includes mandatory training in safeguarding, first aid, medication and managing behaviours. This ensures that staff have the skills required to meet the individual needs of the young person.

The service has established positive networks with a range of agencies and professionals who are involved in meeting the needs of the young person. Staff work closely with teachers, social workers and health professionals and maintain links with agencies with lead child protection responsibilities. Feedback from all involved was very positive. A social worker said, 'The home is good at communication and they send me a weekly report about [name]'s progress. [name] is always kept safe and I have no concerns at all and can really see the difference in [name] since living in the home.'

The independent monitoring reports have not identified the shortfalls Highlighted in this inspection. This means that the lack of comprehensive independent scrutiny of the home does not aid the registered manager to ensure continuous improvement. The report has not always been sent to HMCI in a timely manner.

Some of the records in the home still require further improvement, including the rotas. These currently do not provide the actual hours that the registered manager or deputy manager have worked. Furthermore, staff do not always sign and date records, especially when they have made changes. This does not always provide an accurate and up-to-date record. Although this has not impacted on the welfare of the young person, it does not always provide a detailed record for the young person of his journey through care or consistently evidences his continued progress.

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: 1214270

Provision sub-type: Children's home

Registered provider: Esland North Limited

Registered provider address: Suites 1 & 5, Riverside Business Centre, Foundry Lane, Milford, Derbyshire DE56 0RN

Responsible individual: Lyndsey Sim

Registered manager: Lesa Dranfield

Inspectors

Michelle Edge, social care inspection manager
Jenny Brady, social care inspector

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