

1276249

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home that provides care and accommodation for a maximum of three children aged between 10 and 17 years. The home cares for children with emotional and behavioural difficulties, including, but not exclusively, mild to moderate learning disabilities.

The registered manager has been registered with Ofsted since May 2018.

Inspection dates: 4 to 5 June 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: 28 November 2018

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/11/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in this home have good experiences. They are making progress in several areas of their lives. Staff work hard to get to know children and understand their complex life histories. Staff show passion and commitment to their roles and in wanting the very best for children.

Because of the relationships built by staff, children begin to trust them and, in time, begin to settle in the home. One child said, 'There is nothing wrong about living here. The staff are nice, and I get to do lots of activities which I like. On a scale of one to 10, I would rate the home a nine.'

Staff understand the importance of education. They are committed to ensuring that education is in place for all children living at the home. Although one child had not been in education for a significant period, an educational package was quickly set up for them. The level of support offered to this child by the staff is commendable. The virtual school said, 'Staff and management were quick to respond to the child's educational needs. For the child to engage in any form of education was a massive step.'

The health and well-being of children are high priorities for the manager and staff. Children are registered with primary healthcare professionals and attend routine appointments.

Children's views are integral to the running of the home. Staff meet regularly with children and they are fully encouraged to share their wishes, views and feelings. Information gained from children then influences how the home is run. When children have made a complaint, it is fully considered and responded to by the manager. This builds children's confidence because they know that their views are important.

Family relationships, and the time that children spend with their families, are promoted. This includes staff transporting children a considerable distance and making the necessary arrangements for children to spend time with their families and friends. This ensures that children's identities are promoted and that children maintain links with those who are most important to them.

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

The home provides a safe environment for children where they can thrive and develop. Children are safe in this home. Risk assessments are very well written and are in depth. They offer robust, clear guidance about how to keep children safe. They are unique to each child's potential risks. Staff understand the risks and vulnerabilities of the children they are working with.

When children have gone missing, staff have responded appropriately, for example staff search the nearby areas, try to keep in contact with the child and follow procedures such

as calling the police. On one occasion, staff showed great determination and followed a child for several hours until the child returned to the home. Once they return, children are welcomed home and the staff and management reflect on any lessons that may be learned. Staff provide children with reassurance and compassionate care, particularly during periods of heightened emotions.

Physical interventions are rare. When physical interventions do occur, they are for very short periods of time. They occur only as a means of trying to safeguard the child from causing themselves or others any harm. The recording of such incidents is a strength of the home. Clear recording that describes exactly what happened, how and why assists children to make sense of why staff felt it was necessary to use this form of intervention with them.

Positive relationships ensure that staff can distract children and defuse challenging behaviours. Managers have quickly developed a culture where the safeguarding and protection of children is well established across all areas of practice in the home.

Staff demonstrate a good understanding of the home's safeguarding policies and procedures. They understand the importance of immediately reporting any safeguarding concerns to senior managers. Staff also understand the importance of whistleblowing.

The effectiveness of leaders and managers: good

The management team has met all the requirements that were set at the last inspection. Following a difficult period in the home, managers have worked hard to ensure that the staff have received ongoing support and guidance. A wide range of training has also been provided to further increase the competency and skills of the staff team.

The manager is held in high regard by the staff team members. They view her as being extremely supportive and approachable. Staff morale is high. One staff member said, 'She is the best manager that I have ever had. She is calm, clear headed and provides clear direction and advice to staff. She is always available and does not treat staff like they are just a number.'

All agencies spoken to report having a very positive relationship with the staff and management. Staff understand the importance of multi-agency working. Managers and staff feel confident to challenge other agencies when children are not receiving the services that they need. They are strong advocates for children. This persistence ensures that once a need is identified for a child, the appropriate and necessary service becomes involved with them.

The manager ensures that there is continued oversight of the home. Robust monitoring and review systems ensure that she can quickly identify strengths and weaknesses in the home. This, alongside the positive relationships that she has built with staff, helps to ensure that any shortfalls in practice are addressed and that improvements are made. This ensures that children are receiving the best standards of care.

Staff report that they receive regular supervision. This gives them the opportunity to share their views about the functioning of the home. Staff also attend regular team meetings. Staff and managers use reflective practice to ensure that they can adapt their approaches to meet children's changing and emerging needs.

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: 1276249

Provision sub-type: Children's home

Registered provider: Esland North Limited

Registered provider address: Esland Limited, Suite 1, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: Lyndsey Sim

Registered manager: Kerry Morley

Inspector:

Davinia Lawton: social care inspector

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