

# 1253008

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned and provides medium- to long-term care and accommodation for two children and young people who have complex social, emotional and/or behavioural difficulties, and who are aged between 10 and 17 years old. The manager has been registered since September 2018 and she has oversight of another home nearby. The home was first registered in June 2017.

### Inspection dates: 18 to 19 February 2020

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 31 October 2018

**Overall judgement at last inspection:** Outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2018	Full	Outstanding
07/11/2017	Full	Good

## **Inspection judgements**

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

The home provides children and young people with a safe nurturing environment which enables them to develop trusting relationships and strategies to support themselves when managing trauma. Staff have supported the children and young people to feel safe and begin to share and disclose past traumas in a safe environment.

The staff provide a high level of supervision for the children and young people, which enables the children and young people to access positive opportunities in the home and the community. This supports them to develop their self-confidence.

The staff complete key-work sessions to provide the children and young people with advice, support and guidance. This has helped to improve the children and young people's health outcomes.

The staff work in partnership with other agencies to support the children and young people to access specialist services, which enables the children and young people to begin to build up their resilience.

The children and young people are supported with work on the 'road to resilience' and 'I see you' tools, which helps them to understand their starting points. The children and young people now have aspirations that are realistic and within their capabilities.

The children and young people are supported to keep positive links with their families and in meeting their cultural and identity needs. Staff support family time, which enables the children and young people to rebuild relationships with their families.

The children and young people have regular meetings and are consulted about the running of the home, activities and menus. They can also access independent visitors and advocates who enable them to have a voice.

The children and young people are supported to achieve levels of free time that enable the development of their independence. One young person made a positive contribution to society by donating food and toiletries to a local homeless project last Christmas.

The children and young people experience positive moves on from the home. The children and young people have been able to return to their families and others have moved on to placements which can meet their complex care needs.

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

Staff access training to inform their knowledge of the complex care needs of the children and young people. They are proactive in accessing training to meet the specific care needs of each child and young person. This includes training in ligatures, child sexual exploitation and county lines.

All staff are trained in physical intervention and de-escalation techniques to help to help support the children and young people to implement positive strategies for managing their emotions and behaviours.

They have a good understanding of the risk and vulnerabilities of the children and young people, and work in partnership with social care agencies, the police, the local authority's missing-from-home coordinator, child and adolescent mental health services, and specialist projects to help safeguard the children and young people.

Key work and direct work with the children and young people help them to build relationships and support them to manage their challenging behaviours. This work also helps them to develop positive strategies for regulating their emotions.

The staff have supported the children and young people to reduce their missing-from-care episodes. When there are incidents of missing, the staff are able to follow the missing-from-care protocol and support the young people to return safely. Regular debriefs and reflection with the children and young people help to reduce risks.

Comprehensive risk assessments help to safeguard the children and young people. They are reviewed and monitored by staff to enable the children and young people to reduce any identified risks.

When some children and young people have been in crisis, increased staffing ratios have been implemented to support the children and young people in responding to the routines, structures and boundaries in their home.

The manager has good systems in place for recording and addressing issues of bullying between the children and young people. The staff are proactive and help the children and young people to develop healthy relationships with each other through focused work. However, since the home has increased the number of children and young people it can accommodate, the matching of children and young people has been less effective. This has had a negative impact on the stability of the home.

The children and young people feel safe and they can talk to the staff, who they have developed positive relationships with.

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

The manager has been in post for over two years and is child focused and aspirational for the children and young people, and her staff. The manager strives to provide a highly individualised service for each child and young person.

The manager challenges senior managers, local authorities and other professionals to ensure that the children and young people have their care and developmental needs met.

There is good management oversight of the home and the manager has implemented systems that support her to track and monitor the children and young people's progress and development, and staff performance.

Regular team meetings and group discussions support the staff to develop their knowledge and practice. Supervision, although regular, is often informal, therefore some staff do not receive planned formal supervision.

Positive links have been developed with many of the professionals and services that support the children and young people. This support has enabled the staff to access the therapeutic support and space for reflection that they need in order to meet the children and young people's complex needs consistently.

The staff have career development pathways and training that enable them to become more independent in making decisions and providing the children and young people with consistency of care, so as to help the children and young people develop some levels of resilience.

The manager has a clear understanding of the home's strengths and areas for development and has enabled her staff to become reflective practitioners and to develop a restorative approach with the children and young people.

The staff have been supported to become more resilient and are developing as staff who are flexible and supportive of each other. This provides the consistency of care that the children and young people need to enable them to make positive progress and have positive outcomes.

## 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
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16(1)(3)(a)(b))</p>	30/05/2020
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home. (Regulation 14(1)(a)(b))</p> <p>This is in relation to only accepting placements for children when the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans, and when the impact that the placement will have on the existing group of children and young people has been properly considered.</p>	30/05/2020
<p>The registered person must ensure that all employees receive practice related supervision by a person with appropriate experience; and (c) have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(b))</p> <p>In particular, ensure that staff have regular supervision to support them with their practice and development.</p>	30/05/2020

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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:** 1253008

**Provision sub-type:** Children's home

**Registered provider:** Esland North Limited

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

**Responsible individual:** Elisabeth Brownlees

**Registered manager:** Emily Hird

## Inspector

Noel Cooper, Social Care Inspector



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