

2519260

Assurance visit

Information about this children's home

This children's home is privately owned and provides care and accommodation for three children. According to the statement of purpose, this home is for children who are experiencing emotional and behavioural difficulties and/or learning disabilities.

Following the monitoring visit in July 2020, the substantive registered manager returned from maternity leave a week prior to this assurance visit. The interim registered manager has now given notice to resign their registration.

Visit dates: 28 to 29 September 2020

Previous inspection date: 29 October 2019

Previous inspection judgement: Good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Since the monitoring visit in July 2020, relationships between adults and children have improved. As a result, notably improved outcomes have been achieved for one child, who has now enjoyed positive experiences at this home prior to a planned move to another provision closer to their family. This child proudly told the inspectors about recent activities he has enjoyed and about the support staff have given him to successfully move to his new home.

Children's complaints are not always dealt with swiftly. Although the recently reinstated registered manager has attempted to rectify this, there are still further actions to be taken to ensure that the procedure for responding to complaints is effective and rigorously implemented.

Not all children in the home have their social, physical, emotional and mental health needs met. As a result, one child does not appear to be making good progress and requires specialist support to improve their outcomes.

The safety of children

Staff are no longer using the police to manage the behaviour of children and as a result, since the monitoring visit, children have not been arrested or detained in custody. Staff are now better equipped with the knowledge and skills to support children and manage challenging situations.

Expectations for children are not always clear and consistent. This has resulted in one child spending significant time alone in their bedroom and experiencing a poor sleep routine. This has had a negative impact on their well-being, diet and attendance at school.

Staff's understanding of the potential impact of abuse and neglect has improved considerably. Weekly clinical supervision has supported the team to deliver a nurturing model of care to young people. As a result, there has been a noticeable reduction in incidents.

Leaders and managers

Leadership and management of the home has developed following the monitoring visit. However, monitoring processes and procedures require improvement. The registered manager, who is recently back in post, has a clear vision for the home and has been able to identify where improvement is needed.

Leaders and managers do not always ensure that robust checks are completed for all adults working in the home. Recruitment procedures require improvement to

ensure all potential employees have a full employment history and satisfactory references.

Positive partnerships with other agencies have begun to improve. The team is working hard to build relationships with the local police in order to avoid children being detained and potentially criminalised in the future.

Although the weekly clinical supervision as a team has been productive, staff and managers do not always receive effective, individual supervision. Concerns raised by staff during supervision are not always followed up with agreed actions and there is sometimes a lack of open and reflective conversation.

Plans for one child have improved and now contain information from specialist assessments to support the team in effectively caring for him. Plans for other children require thought and attention in order to ensure all of their needs are being met and any necessary specialist input is sourced.

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(iv))</p> <p>In particular, ensure that children's plans are regularly reviewed and updated and contain relevant information to support staff in meeting the needs of children.</p>	01/11/2020
<p>The leadership and management standard.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p>	01/11/2020

<p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>feedback on the experiences of children, including complaints received. (Regulation 13 (2)(a)(c)(f)(g)(i)(ii))</p> <p>In particular, the provider should ensure procedures are in place to respond to complaints from children swiftly and thoroughly.</p>	
<p>Fitness of workers.</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (5)(d))</p> <p>In particular, the provider must ensure that all potential employees provide a full employment history and dates of employment are cross referenced with the dates supplied by references.</p>	<p>01/11/2020</p>

Children's home details

Unique reference number: 2519260

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: James Barlow

Registered manager: Megan Smith, Dean Wood

Inspector(s)

Carys Flain, Social Care Inspector
Paula Lahey, Social Care Inspector

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