

# 1276249

**Esland North Limited**

Monitoring visit

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 who may have emotional and/or behavioural difficulties.

**Inspection date:** 3 February 2021

## **This monitoring visit**

This monitoring visit was undertaken to review concerns about staffing. This visit explored whether staff have the necessary skill set and level of experience to meet the needs of the children in their care, and to consider the impact of high staff turnover. This visit also reviewed the matching processes to ensure children can live together in the home safely.

The registered manager was not able to work at the home for an extended period, resulting in management shortfalls.

Despite an interim manager being in post during the registered manager's absence, some staff have felt unsupported. This has contributed to high levels of staff turnover.

The staff team stabilised following the return of the manager. A deputy manager has also been appointed. Despite high staff turnover, a core staff team remains in place and is able to meet the needs of each child. Managers are actively recruiting new staff.

Managers have implemented therapeutic training for staff. This has improved the way that staff communicate with children. However, not all staff have had this training. There have been examples of staff using language that could result in a child feeling stigmatised. Despite this, parents and professionals described the staff

as 'outstanding'. One professional said, 'The whole team is motivated and devoted to the children. I could really see the love from all the staff.'

Children who move into the home are carefully matched to live alongside the children already resident and a thorough risk analysis is undertaken. As a result, transitions for children are good.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2020	Interim	Declined in effectiveness
04/06/2019	Full	Good
28/11/2018	Full	Requires improvement to be 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
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure the home has sufficient staff to provide care for each child.</p> <p>(Regulation 13 (1)(a)(b) (2)(c)(d))</p>	16 April 2021
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>strive to gain each child's respect and trust;</p> <p>understand how children's previous experiences and present emotions can be communicated through behaviour and have</p>	5 March 2021

the competence and skills to interpret these and develop positive relationships with children.

Regulation 11 (1)(a) (2)(a)(i)(vii)(ix))

This is with particular reference to the use of language that might stigmatise children.

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** 1276249

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

**Registered provider:** Esland North Limited

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

**Responsible individual:** James Barlow

**Registered manager:** Suzannah Dukes

## Inspector

Zoey Lee, Social Care Inspector

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