

1214270

Esland North Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

Since the last inspection, the registered manager voluntarily cancelled their registration. The home currently has an interim manager while the provider appoints a new manager.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection date: 19 October 2021

This monitoring visit

The purpose of this visit was to monitor the provider's action against steps in four compliance notices that were issued on 24 August 2021, following a full inspection of the home. Notices were issued to the provider and the manager. The manager has voluntarily cancelled their registration and so no further action is being taken in relation to those notices. Requirements set at the full inspection will be considered when the provider is next inspected.

To improve the quality of care, the provider has strengthened the initial assessments that consider whether the needs of a child being placed in the home can be met by the skills and experience of the staff team. If additional training is required by staff, the provider identifies this and ensures that staff receive appropriate training. The manager was able to show the inspector a detailed transition plan which prepared the staff, and child, for a recent new placement in the home. The child, and staff, completed a 'what you need to know about me' questionnaire. This includes how they might like to be treated if they are feeling sad. The child has found these really helpful in settling into the home and building relationships with the staff team,

demonstrating that she could also respond to staff when they were sad. The manager is responsive to the child's needs and risks. During the visit, the home was having work carried out to the windows to ensure the glass could not be used to cause harm if windows are broken. This contributed to ensuring the child's move into the home was safe and has had a positive impact on her safety and well-being.

The provider has appointed an interim manager who has reviewed the strengths and weaknesses of the staff team and made changes as necessary. This ensures that children coming into the home will be greeted by a competent and confident staff team that is able to meet their needs and provide a safe home.

A review has taken place of the knowledge and experience of staff. All staff have undergone a recent induction or reinduction. This ensures that they have all received the mandatory and specific training to meet the needs of the child and refreshed their knowledge of the home's policies and procedures. Only one member of staff is awaiting training on first aid, but rotas are planned to ensure that every shift has suitable arrangements in terms of leadership, experience and staff who have appropriate qualifications. The new manager has pulled together effectively a cohesive team of people who are supportive of each other and were observed showing care and empathy to the child.

Staff's knowledge and understanding of learning is validated through team meetings and supervision. Supervisions have been improved and have specific aspects linked to contextual safeguarding for the child currently living in the home. Through team meetings and regular discussions, the team works together to discuss areas of risk and strategies to manage current concerning behaviour. As a result, the staff are continuously learning from each other and improving the quality of care they provide, making the home a safer place for the child.

The leadership of the home has improved. Processes for monitoring the quality of the care being provided are more robust. The manager has a system in place which ensures that tasks are completed, including monitoring on a weekly and monthly basis by senior managers. Monitoring is purposely dynamic and responsive to the current demands in the home, which allows flexibility but also provides reassurance that tasks will be completed.

The manager has been supported to revise the way in which key-work sessions are carried out. These are now more responsive to the child and work well to provide support to the child at the most suitable time. They use a blend of planned and unplanned sessions and are now much more purposeful. Children are able to give their views on things they would like to do or achieve using a 'you say, we did' form or by completing questionnaires. Meetings take place with the child which capture her aspirations, setting out short- and long-term goals.

During the visit, the inspector was able to observe a multi-approach meeting to discuss a recent incident. This demonstrated a good understanding of the child, her

needs and a joined-up approach to discussing and agreeing strategies to provide a safer home. Discussions realistically considered reducing rather than removing risk, and how to respond to the child to help avoid incidents taking place.

The inspector was able to speak with the child, who said that she enjoyed living at the home and that it was good. She was engaging really well with staff, some of whom had been supporting her at school that day. The child's social worker was also at the home and confirmed that the child was doing well and enjoyed living at the home.

Following the visit, a case review was held which considered the compliance notices to have been met. The home will receive a reinspection during this inspection cycle.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/08/2021	Full	Inadequate
28/10/2019	Full	Outstanding
24/01/2019	Full	Good
15/11/2017	Full	Good

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: 1214270

Provision sub-type: Children's home

Registered provider: Esland North Limited

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

Responsible individual: Mark Ullah

Registered manager: Post vacant

Inspector

Mark Broomhead, Social Care Inspector

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