

1229229

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 long-term care and accommodation for up to two children aged between nine and 17 who have complex social, emotional and behavioural difficulties. The staff have experience in caring for children and young people who have substance and/or alcohol issues, children and young people involved in gangs and those who present with extreme violence.

The manager has been registered with Ofsted since February 2019.

Inspection dates: 10 to 11 September 2019

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected requires improvement to be 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: 16 October 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/10/2018	Full	Outstanding
13/12/2017	Full	Outstanding
11/10/2016	Full	Outstanding

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
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— protect and promote each child's welfare; and treat each child with dignity and respect. (Regulation 6 (1)(a)(b)(2)(b)(ii)(iii))	31/10/2019
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. (Regulation 11 (1)(a)(b)(2)(a)(ix)(xii))	31/10/2019

The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— take effective action whenever there is a serious concern about a child's welfare; are familiar with, and act in accordance with, the home's child protection policies; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(a)(vi)(vii)(b))	31/10/2019
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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. (Regulation 13 (1)(a)(b) and (2)(f))	31/10/2019
Employment of staff The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and	31/10/2019

have their performance and fitness to perform their roles appraised at least once every year.

(Regulation 33 (4)(a)(b)(c))

Recommendations

- Ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', April 2015, page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress while living in this home. The care offered to children enables them to begin to stabilise and make progress in several areas of their lives. For two children, despite a very turbulent history, this is the longest placement that they have ever had.

Management and staff understand the importance of education for children. Consequently, children's educational attendance and attainment improve. Bespoke teaching packages ensure that children begin to re-engage with education. Over time, children learn how to be successful at school.

The health and well-being of children are priorities for the manager and staff. Children are registered with primary healthcare professionals and attend routine appointments. Referrals to external specialist agencies are also made when necessary. This multi-agency approach ensures that children's broader health needs are fully addressed.

Staff support children to engage in activities of their choice. This enables children to have good experiences and to create happy memories. Positive experiences support children to become more confident and more resilient.

How well children and young people are helped and protected: requires improvement to be good

Safeguarding arrangements are not always effective in this home. During a recent safeguarding incident, staff failed to adhere fully to children's risk assessments. This, along with other shortfalls during this incident, meant that risks to children were not

minimised.

At times, routines and boundaries are unclear and vary between different members of staff. This fails to give children the sense of security and control over their environment that they need. This lack of consistency and continuity of care is also confusing and frustrating for children. One child spoke about how, on occasions, they felt that they were treated unfairly in comparison to other children. This is not conducive to ensuring that children fully invest in the home.

Despite these shortfalls, children have generally adopted safer patterns of behaviour and have fewer incidents in the home. For one child, incidents of them going missing and displaying self-harming behaviours have dramatically reduced. For another child, incidents of them being restrained have almost stopped. When restraint is necessary to keep children safe, these incidents are well managed.

Children begin to manage their complex emotions and behaviours. They become more confident and have improved self-esteem. Good key-work sessions assist children to begin to understand their emotions and behaviours. A child said, 'It feels like home here now. We are a family and I really like the staff.'

The effectiveness of leaders and managers: good

The manager is suitably qualified and very experienced. She is committed to ensuring that good standards of care are embedded in the home. Good monitoring systems are in place, which ensure that the manager identifies shortfalls in practice. For example, training has been arranged that will support staff to improve the quality of record-keeping.

The manager has a detailed development plan in place. A key focus of the plan relates to making improvements to the internal and external presentation of the home. Children have worked with staff to agree new decor and furnishings.

Agencies' staff speak positively about their working relationships with staff and managers in the home. Managers and staff are confident to challenge other agencies when children are not receiving the services that they need.

The staff team members have benefited from a host of mandatory training, which improves their abilities to meet children's needs. However, regular supervision is not always taking place for each member of staff. This is a missed opportunity to address any shortfalls in practice.

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: 1229229

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: Victoria Fryer

Inspector

Davinia Lawton: social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019