

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 or young people who have complex social, emotional and behavioural difficulties, and who are aged between nine and 17 years. The staff have expertise 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. All staff have received training in managing self-harm and have a wealth of experience in managing high-risk children and young people.

There is currently an acting manager in post. She is yet to submit her application to be the registered manager of the home.

Inspection dates: 16 October 2018

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 13 December 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

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

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The overall progress and experience of the child in this placement is outstanding.

The child has had a very unsettled history which includes numerous placement breakdowns. However, due to the careful planning by staff and their consistent approach towards him, he has settled extremely well and his life has stabilised.

The child's emotional needs are a priority for the staff. A skilled management and staff team offers the child exceptionally warm and predictable care. The child fully trusts that the staff are there to help and support him. The child said, 'It's definitely the best home I have been to and I have been to a lot. The staff listen and help me. I really like them all and I don't want to leave here.'

In terms of education, staff are aspirational for the child. After a substantial period of missed and inconsistent educational opportunities, the child is now engaging in a bespoke educational package which reflects his needs. A skilful, child-centred approach has been used in order to re-engage the child in education.

The child enjoys a range of very positive experiences that fully enrich his life. He is encouraged to engage in a variety of activities of his choice. This significantly enhances his social skills and promotes his confidence and self-esteem.

A strength of the staff is their ability to promote the child's identity needs. Staff have made every effort not only to understand, but also to promote the child's cultural needs. Most documents are written in both languages used by the child. There is also a designated room in the home which contains pictures, flags and other memorabilia which specifically focuses on key facts and themes relating to the child's heritage. This is impressive.

How well children and young people are helped and protected: outstanding

Managers and staff demonstrate an admirable knowledge of the child. Staff implement clear and consistent boundaries. This significantly helps the child to feel safe and secure. The child is fully safeguarded at this home.

The child is cared for in a considered and nurturing way. In turn, the child has invested in the placement and feels happy and safe. The social worker said, 'They have got to know him extremely well. They have offered him brilliant consistency which he has responded well to. They work through his behaviours and this has positively impacted upon his well-being. There is a significant difference in him since being placed there.'

Risk assessments and behaviour management plans highlight protective factors, triggers

and warning signs. They are detailed and provide concise guidance regarding how staff should help and support the child to manage his behaviours. These plans are outstanding.

The use of physical intervention for the child has dramatically reduced since living at this home. When physical intervention is used, it is only done so to safeguard the child. All incidents are reviewed, and consideration is given as to how practice could potentially be improved. A reviewing officer said, 'They have managed to stabilise him. Physical interventions have dramatically reduced. Staff understand him and have started to work with him in a really positive way.'

Key-work sessions are outstanding. They are specific to the risks and relevant matters affecting the child. These sessions are creative and fully engage the child. They comprehensively promote the child's awareness and understanding of relevant concerns in an educational and informative way.

Staff understand their roles and responsibilities in relation to safeguarding. They speak with confidence about the actions they would take if a child was at risk. Close partnership working by staff and highly impressive communication with a range of professionals assist in ensuring the child's safety.

The effectiveness of leaders and managers: outstanding

The acting manager is a dedicated and passionate individual. She ensures that any child in the home receives the highest standards of care. The manager, deputy manager and staff all demonstrate a kind and compassionate approach to caring for the child in this home. This is highly commendable.

The manager leads by example. She is an enthusiastic individual. Staff morale is high, and the home is a warm, friendly and welcoming place for children to live.

Support and professional development of staff are high priorities. A staff member said, 'Management are friendly and approachable. There is never an issue that cannot be spoken about. The manager is inclusive and values everyone. It's a great place to work.'

Staff report that they receive good supervision that gives them the opportunity to reflect on their practice and the needs of the child they are caring for. Staff also attend regular team meetings and have benefited from training regarding the impact of trauma on children. This approach ensures that practice is monitored and adapted in line with the child's changing and emerging needs.

Monitoring systems are excellent. Data collected in respect of the child's life enables the management team to analyse patterns and trends. This ensures that all plans in respect of the child are relevant and up to date. Through these monitoring systems, managers and leaders can clearly identify what impact living at the home is having on the child's life.

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 Ltd, Suite 1, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: Lyndsey Sim

Registered manager: Post vacant

Inspector(s)

Davinia Lawton, social care regulatory inspector

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