

1240433

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and provides care for up to four children who may experience social and emotional difficulties. Three children were living in the home at the time of the inspection and all of them were spoken to as part of the inspection.

There are two managers registered at the home and one of them is on maternity leave.

Inspection dates: 30 and 31 October 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 January 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2024	Full	Good
02/08/2022	Full	Outstanding
14/12/2021	Full	Outstanding
10/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are supported in the home by a caring and committed team. Staff speak warmly of the children and understand their needs. Staff offer children opportunities to have new experiences. Memories of these positive experiences are captured in memory books for the children to keep.

Children make good progress in education. They attend school regularly and staff support them if they experience difficulties and help to resolve them. For one child, this has involved moving schools to a setting where they feel more settled. Staff communicate well with the school and support the children to enjoy their school experience. They support children with reading and homework. Children are enjoying the process of learning.

Children have varied experiences in the home. Two children are happy and thriving in the home and have settled into new routines well. However, one child feels less positive and feels frustrated with their care experience. Staff have supported them to complain and have engaged an advocate to support them. Children express their views in meetings about their care. They know how to make a complaint and their views are listened to.

When children come to the home, assessments are reviewed and managers and staff take time to meet and build relationships with new children. The views of children living here are considered. Staff support each child to develop their interests and sense of identity and consider the needs of others.

Children are supported to attend health appointments and access specialist support as required. Staff encourage children to adopt a healthy lifestyle and be part of their community. Some children are making friends, going to after-school events and having play dates. Staff also promote healthy eating in the home. However, staff smoke in the back garden in view of the children. This does not promote a healthy lifestyle to children.

The home is large and modern, and some areas have been recently refurbished. However, communal hallways in the home need decorating to make it feel more homely and welcoming. The manager and team have identified this, but the work has not yet been started.

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

Staff do not use physical interventions with children and instead adapt their practice to help children when they become distressed. Staff are calm and nurturing and have open discussions with children. A psychologist supports staff to use the best approach with each child. Staff are also supported with their own feelings about difficult situations. This helps staff to manage their emotions and promotes consistency.

The staff team implements consequences at times for children. There are more positive consequences than negative ones. Where negative consequences have been imposed, all but one have been proportionate and the manager has completed training with staff to help them understand the use of consequences in the home. Managers work closely with social care professionals regarding emerging issues so that responses are consistent and agreed.

One child has had missing episodes from the home and has been at risk of harm on two occasions. Staff followed the agreed plans at these times. Risk assessments identify the current risk for each child. Staff supported a child to extricate themselves from a risky situation. Staff support children to understand the risks they face individually. When one child was missing, staff reached out widely to teams working in other areas. Through doing so, they were able to identify who the child was with and help them to return home. Staff balance professional curiosity and care to support children.

The manager and staff have challenged other professionals about growing concerns for one child. They have worked closely with a wide range of professionals. All professionals now recognise elevated risks and share information. The manager has a clear multi-agency plan around the child going missing and the staff understand it. After incidents, return home interviews are offered but they are not independent. This may deter the child from sharing information.

The manager follows safer recruitment practices in the home and addresses any concerns about staff practice in a timely manner. Managers fulfil their responsibility to share information and act to keep children safe. Lessons are learned from incidents and reflective discussions take place with staff to prevent any further occurrences.

The effectiveness of leaders and managers: good

Staff say that they feel supported by the managers and their colleagues. They say that the home is a good place to work. Staff receive regular supervision from managers and are offered additional support when it is required. Staff say that managers understand them and how they work and that there is consideration and recognition for staff well-being.

Staff are suitably qualified for their role and receive mandatory training before they start work. This is followed by a planned induction to the home and the children. More-experienced colleagues check in with newer staff and support them in planning shifts. They ensure that newer staff understand the children's plans.

Managers and staff encourage children to share their views. They have involved one child in the recruitment process and another in making a complaint when they did not feel listened to by other professionals. Children attend their reviews and are encouraged to be central in meetings around care planning. Staff advocate consistently for the children.

There is clear and regular communication with other professionals involved with each child. Managers involve other parties in planning and seek out their views.

When appraisals have taken place, children have given feedback about staff, which shows the importance of their views and opinions. However, managers have not ensured that all staff have had an annual review of their performance. This does not support staff development and growth.

Managers are aware to notify the regulator of any concerns within the home. For one report, there was an unnecessary delay in reporting an incident. This prevents the regulator from being made aware of any concerns for children in the home in a timely manner.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered persons must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered persons must comply within the given timescales.

Requirement	Due date
The health and well-being standard is that— children are helped to lead healthy lifestyles. (Regulation 10 (1)(c)) In particular, staff must not smoke within view of the children.	13 December 2024
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	13 December 2024

Recommendations

- The registered person should ensure that children who go missing from the home are provided with an independent return home interview. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)
- The registered person should ensure that the home is maintained and is a warm and welcoming environment, particularly in the communal areas. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that they notify the regulator of incidents listed in regulation 40 within 24 hours. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1240433

Provision sub-type: Children's home

Registered provider: Esland North Limited

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

Responsible individual: Kerry Morley

Registered managers: Cemile Turkmen
David Fairclough

Inspector

Carol Jagger, Social Care Inspector

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