

1253008

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 medium-to long-term care and accommodation for one child who has complex social, emotional and behavioural difficulties, aged between 10 and 17 years old. The manager has been registered since September 2018 and she has oversight of another home nearby. The home was first registered in June 2017 and four young people have lived there since the last inspection.

Inspection date: 31 October 2018

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

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

The effectiveness of leaders and managers **outstanding**

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: 7 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people make remarkable progress over a sustained period. They have high attendance levels at college and actively engage in their education. The staff team promotes learning and supports the young people's development, working closely with education professionals. Staff provide close supervision and high levels of monitoring to keep young people focused on their studies, both in their educational establishments and in the home. A room at the home has been changed into a study and key-working room. This was at a young person's request, and now provides a range of books and resources designed to support young people in education.

Young people receive a warm welcome when they first arrive. They benefit from living in a home where staff genuinely care about them. The staff team provides positive role models, and staff's nurturing style of care provides young people with high levels of emotional support. This results in young people's improved self-esteem and confidence. The trusting relationships that young people build with staff enable them to speak openly about complex and sensitive issues. Young people take on board the guidance and advice offered to them. The targeted key-work sessions demonstrate how staff use age-appropriate materials and media. A plethora of topics are covered, in line with the individual needs of young people. The sensitively managed discussions have led to better engagement by young people in their personal health and well-being.

Staff invest considerable time listening to young people's views. Staff empower them to make decisions about their care and the running of the home. The home is highly personalised throughout and reflects the current young person's tastes, culture and interests. A young person arranged a charity fundraising event and walks a neighbour's dog to get to know those living nearby. These activities give them a sense of ownership and help them to integrate with the local community.

Young people maintain their identity through meaningful contact with family, which takes place at the home. One parent said, 'Staff are all lovely. I can trust staff. They give the best care to my child.'

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

There is a strong focus on safeguarding at the home. The staff team's knowledge and practice, together with effective monitoring systems, keep young people safe. Individualised risk assessments provide detailed safeguarding measures which the staff team follows. This gives a clear message to young people that their safety and well-being are paramount.

The staff team has a strong awareness of the risks specific to each young person. Staff have a thorough understanding of the young person's behaviour, vulnerability and level of understanding, and the potential conflicts they may encounter. This is due to the strong, positive and trusting relationships formed. Young people feel safe enough to be open and honest about their history and the issues that they currently face. This contributes to a significant reduction in risk.

Staff manage the risks from criminal and sexual exploitation, gang affiliation and drug and alcohol misuse effectively. Those young people who have a history of frequently going missing no longer abscond. Staff use positive behaviour management techniques. This results in no restrictions of movement. The reduction in risk-taking behaviours represents significant progress from the young person's starting point.

Staff provide bespoke individualised care through the home's 'Road to Resilience' programme. They advise and guide young people about potential hazards, which helps young people to develop a positive sense of personal safety. Risks are reduced, and free time is increased in line with young people's resilience. Staff support young people to transition to other homes where their social skills can be developed. One young person said they were fully involved in the decision-making process and that, 'In the past I have felt patronised, but staff listen to me and communicate with me.'

The staff team has developed effective relationships with other safeguarding professionals. This supports a well-coordinated response for young people. Staff are knowledgeable and experienced in safeguarding practice. They receive up-to-date information and training about current and wider issues that affect young people, such as county lines. This means they can confidently recognise the signs and can keep young people safe.

The effectiveness of leaders and managers: outstanding

The manager has had oversight of the home since November 2017, initially covering a period of absence by the previous manager. The child-centred manager has made positive changes, such as improved documentation and monitoring systems. The development of the key-working sessions demonstrates the excellent progress made by young people.

The strong leadership is highly effective, supported by a consistent staff team. The stable and knowledgeable staff work well together and have clear lines of accountability. Staff understand their roles and responsibilities. This provides a cohesive staff team, and all staff contribute to the excellent outcomes for the young person living at the home.

Individual training and development sessions provide staff with the opportunities to review their achievements and areas for improvement. The manager nurtures and develops staff and there are ongoing opportunities for career progression. The manager encourages a reflective culture among the staff team. This is evident in the regular supervision and team meetings, which put the young person at the centre of discussions.

Leaders and managers are strong advocates for young people. They vigorously challenge placing authorities, which includes escalating their concerns, when there are shortfalls in practice or planning.

The comprehensive quality of care report demonstrates that the manager has a clear understanding of the home's strengths and weaknesses and areas for development. There is an ongoing high level of consultation with others. The staff team has established links with the police, health, social care and education professionals. This provides information sharing and a coordinated approach between agencies.

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: 1253008

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: Lyndsey Sim

Registered manager: Emily Hird

Inspector

Tina Ruffles, 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 2018