

1271581

Registered provider: Nestlings Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a specialist therapeutic and rehabilitative home for up to two children aged 10 to 18. The home's statement of purpose states that children may have mental health problems or present with challenging behaviours and may pose a risk to themselves and to others. The home is registered with Ofsted and the Care Quality Commission.

The manager registered with Ofsted in July 2022.

Inspection dates: 15 and 16 November 2022

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 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2021	Full	Good
13/02/2019	Interim	Sustained effectiveness
25/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is homely and comfortable. Children's bedrooms are personalised to their individual tastes, with lots of photos and reminders of family and friends. Some areas of the home require decoration and the manager has plans for this to be carried out. There is a large garden which is well equipped with outdoor play equipment for the children. Everything is in place to support children to feel comfortable and at home.

A multi-disciplinary team supports children's physical and mental health needs. Children have access to regular therapeutic support provided by a psychologist. The therapy is not tied to a single discipline and is adapted to the needs of the individual child.

There are calm and respectful relationships between staff and children. Children always know the staff on duty. Leisure interests and activities are promoted, such as baking, going for walks and having fun days out together. Children have fun with staff and are building their confidence out in the community. This will help them become more independent.

A child who has been out of formal education for some time has started to receive education from a tutor. This is a big step forward for them. The tutor said, '[Name of child] is happy to engage, staff are supportive and the home is a calm place.' Another child, who has been at the home for a short period of time, does not yet have an educational placement. The manager is taking into account the child's individual circumstances and, in the meantime, has ensured that the child engages in a structured day with staff during school hours. The safe and stable routines make the days predictable and support the children to feel safe.

Family time is promoted when it is appropriate and families are welcomed into the home. A family member said, '[Name of child] has more freedom here. Staff keep in touch and let us know how they are.' Keeping in touch with family members is important to the children and it helps them to retain a sense of identity and belonging.

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

There are clear safety routines and monitoring systems to ensure that children are kept safe. The system for managing medication and ensuring that there are no errors in dispensing medication is very thorough. The manager and staff know the children well and there are individualised safety plans and crisis management plans. The plans are detailed and personalised.

Boundaries in the home and safety management for trips out are very clear. The staff have access to advice and support from mental health nurses and a registered

manager 24 hours a day if needed, so they can be supported in a crisis. These steps support children's physical safety and contribute to a feeling of security and well-being for the children.

On occasions, it has been necessary to physically hold children. There is a detailed strategy in place to help staff recognise the behaviours that precede the incidents that require children to be held. Records of the holds are easy to understand and include debriefs with staff and the child. When there has been a significant incident, a very detailed breakdown and analysis of the incident takes place with the multi-disciplinary group. This helps to ensure that lessons are learned and that such incidents are reduced.

Safer recruitment processes are in place. This ensures that all staff recruited are subject to careful checks to ensure that they are suitable to work with children.

The effectiveness of leaders and managers: good

The manager is aware of the strengths and weaknesses of the home through regular monitoring. She is a confident and experienced manager. Staff say the manager is approachable and knowledgeable.

Staff are supported through formal and informal supervision. Each staff member has an annual appraisal when they can discuss their training needs and development opportunities. This means that, with management guidance, staff have input into increasing their knowledge and skills.

Staff participate in regular relevant training. Supervision records show that staff have the opportunity for reflection on training or events in the home, which helps embed their learning. Staff are encouraged to work as a team and there are good handover systems in place so that they can communicate about the children's needs, routines and welfare.

Children's wishes and feelings are listened to. They have input into the decisions that affect their daily lives. There are regular children's meetings where children can have their voices heard in relation to day-to-day decisions, such as what activities they participate in and what meals they eat. Children can also influence their care planning. They are encouraged to express an opinion and their wishes are acted on when appropriate.

Equality and diversity are promoted well. Children's rights are respected with regard to individual preferences on what pronouns they prefer to use. Children feel safe to express their individual identities without judgement.

Children's files do not always include the most up-to-date plans available. This is not followed up immediately by the manager. This means that staff are not always fully informed about what the children's plans are.

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

Recommendation

- The registered person should ensure that children's plans, including their education, health and care plans, care plans and any other relevant plans, are shared with the children's home and available for staff to refer to. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.1)

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: 1271581

Provision sub-type: Children's home

Registered provider: Nestlings Care Limited

Registered provider address: Suite 4, 1 Derby Street, Leigh, Lancashire WN7 4PF

Responsible individual: Anthony Thompson

Registered manager: Dominique Dawson

Inspector

Cathy Wilkins, Social Care Inspector

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