

2483823

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care and accommodation for a maximum of three children and/or young people who have emotional and/or behavioural difficulties, including, but not exclusively, mild to moderate learning disabilities. The home cares for children and/or young people aged between eight and 17. The home is privately owned.

The home was registered on 29 October 2018 and this is its first inspection.

The home has an acting manager who has been in post since February 2019. Her application to be registered has been made to Ofsted.

Inspection dates: 29 to 30 July 2019

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: this is the home's first inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

The young people in this home are thriving. They have improved self-esteem because of the positive messages that are given to them by an enthusiastic and child-centred staff team. Staff know the young people well and are responsive to their needs. The home is warm and nurturing and young people experience a real sense of permanence and belonging.

Young people trust the staff and reported that they feel extremely happy and safe in the home. Young people can identify several staff members who they would readily go to if they had a problem or a concern. A young person said, 'I love the staff. I know they care about me. They are sweet people and they just want the best for everyone. I have made a lot of progress since living here because they have helped me so much.'

The manager and staff understand the importance of young people receiving education. Young people have educational arrangements in place. This is progress given young people's histories, which include chaotic and sporadic school attendance.

Young people have their routine and more specialist health needs well met. Staff know what young people's health needs are and they are proactive in ensuring that the relevant agency becomes involved. As a result, specialist support is provided without delay. This promotes young people's physical and emotional well-being.

The manager and staff are good role models for young people. They offer reassurance and they support young people to reflect on their behaviours and develop effective coping mechanisms. For one young person, this has resulted in them making significant and positive changes in the way that they deal with difficult and challenging situations. This has helped them to develop a far more mature and positive outlook on life.

Young people's views are fully considered. They are consulted with and involved in the day-to-day running of their home and, where possible, their ideas are implemented. The manager and staff respect what young people have to say, which helps to build young people's confidence, as they know that their views are important.

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

Young people are safe in this home. The acting manager has embedded a culture in the home where the safety and well-being of young people are at the heart of practice.

Young people's lives stabilise because staff have the skills to build effective relationships with them. This helps young people to invest in the home and their previous challenging behaviours reduce. A court-appointed guardian for a child said, 'They have excellent relationships with staff. It's been a great placement. Their risky behaviours have dramatically reduced, and they have settled better than anyone thought they would.'

Incidents of physical intervention are rare. On the occasions that it has been used, this has been to ensure the safety and protection of a young person. For one young person, despite them being classed as being at high risk of going missing, there have not been any incidents since they have been living at this home. This is significant progress.

A range of risk assessments provide staff with a clear account of the potential risks to each young person. Assessments are regularly reviewed and updated. They helpfully provide information about how staff can minimise risk for young people. Staff support young people to take age-appropriate risks in order to help them prepare for independence and adulthood.

Positive relationships, clear boundaries and proactive behaviour management are evident in the home. Managers and staff enforce robust behaviour management strategies that are individualised and specific to the unique needs of the young person. Good behaviour is rewarded through incentives that are meaningful and worthwhile for the young person. Consequently, young people are making better choices about the way in which they behave. A young person said, 'They do not treat me like I am just another kid in care. This home is different, we are all like a family. It's an awesome place to live. No matter what, they listen to me and try to help me.'

The effectiveness of leaders and managers: good

The acting manager has now been in post for several months. She has received ongoing support and mentoring from a senior management team which is committed to ensuring that good standards of care are embedded across the home.

The acting manager is a decisive leader. She provides staff with clear direction, and has a firm but fair approach. Staff respect the acting manager and view her as a competent and approachable individual. Staff morale is very high. A staff member said, 'She cares about the home and is always available if staff need her. She is supportive and understands the job. She is really hands-on and has made some great changes to the home since she arrived.'

Staff who are not yet qualified are enrolled on the level 3 residential childcare course. They will complete the mandatory qualification within the necessary timeframe. Alongside this expectation, the acting manager and senior leadership team offer the staff a range of training and development opportunities because they understand the value they bring in providing the best possible care to young people. Despite a significant number of staff being unqualified, this is having no impact on the excellent quality of care that young people are receiving in this home.

The acting manager has started to develop robust monitoring and review systems that will enable her to continuously evaluate practice and address shortfalls. She understands the strengths and weaknesses of the home. She has a clear view regarding the development of the home and the improvements that she wants to make moving forward.

Feedback from all agencies was very positive. Several professionals were able to

describe marked, positive differences in the young people they are working with, and said that these changes have occurred since the young people were placed at this home. The overarching theme of this feedback is that young people are 'happy and settled'.

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: 2483823

Provision sub-type: Children's home

Registered provider: Esland North Limited

Registered provider address: Esland Ltd, Suite 1–5, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: Lyndsey Sim

Registered manager: Post vacant

Inspector

Davinia Lawton: social care inspector

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