

2510604

Registered provider: Nestlings Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately operated and provides care for up to four children who may have complex mental health difficulties and/or learning disabilities.

The home is registered with Ofsted and the Care Quality Commission.

The manager registered with Ofsted in August 2023.

Inspection date: 4 October 2023

Date of last inspection: 23 May 2023

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Outcomes from the inspection

We identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection:

- Leadership and management arrangements have failed to provide safe care for children.
- Serious incidents of self-harm have led to one child needing significant surgery.
- The registered manager fails to evaluate a high number of physical interventions.

Findings from the inspection

This inspection took place due to the seriousness and frequency of safeguarding notifications. This inspection confirmed that managers and staff have not kept one child safe. An increase in self-harm has led to the child needing significant medical intervention.

Not all children feel safe. Children do not feel they have a trusting relationship with some of the care staff. One child said, 'Staff just aren't very nice to us.'

Because of their complex needs, children can show their emotions through their behaviours. This may require staff to use physical interventions to keep children safe. There have been a significant number of these incidents. Staff do not have the skills to de-escalate the children's behaviour. This is ineffective behaviour management.

The manager does not analyse records of physical interventions. Following incidents, staff do not have opportunities to talk about the intervention. This limits learning from these incidents, which prevents a reduction in physical interventions.

The registered manager is new to her role. Staff said that they feel supported. Agency staff cover staff vacancies. The home does not have enough suitable permanent staff.

Staff said that induction training did not prepare them for the type of work they would be doing. Agency staff do not receive any training from the company. Staff do not receive the necessary training to care for these very complex children.

Children access education but, for some children, this is only for a few hours each week. There was no evidence of other educational activities taking place.

Not all areas of the home are hygienic or clean. The areas of the home that house the children's pets are not clean. One child's bedroom had graffiti-covered walls. This is not a pleasant environment for children to grow up in.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2023	Full	Good
08/06/2022	Full	Requires improvement to be good
28/03/2022	Interim	Improved effectiveness
11/05/2021	Full	Requires improvement to be good

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

Statutory requirements

This section sets out the actions that the registered person(s) 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 person(s) must comply within the given timescales.

Requirement	Due date
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) In particular, ensure that staff training is measured for effectiveness and that staff competence is consistently tested. In particular, ensure that the children's individual risk-management plans provide staff with clear strategies to manage and reduce risk. In particular, ensure that all children's risks are assessed at the point of admission, and that children's plans are	6 November 2023

implemented, updated and reviewed to reflect children's needs and risks. In particular, ensure that the provider implements a system for the review and evaluation of all incidents by the registered manager and the responsible individual.	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(h)) In particular, ensure that all staff (including agency staff) receive training that covers the specific needs of the children in the home. In particular, ensure that all staff (including agency staff) have the same model of physical intervention training. In particular, ensure that managers and staff undertake training on the recording and documentation of incidents. In particular, ensure that significant incidents are evaluated with scrutiny, taking into consideration any learning outcomes that can be implemented within children's risk-management plans, or to support the development of staff.	6 November 2023
The registered person must ensure that—	6 November 2023

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure. (Regulation 35 (3)(vii)) Specifically, this relates to the use of restraint. Leaders and managers must ensure that they review the effectiveness of the restraint used.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement; raise any need for further assessment or specialist provision in relation to a child with the child’s education or training provider and the child’s placing authority; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(vi)(vii)(viii))	6 November 2023
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to—	6 November 2023

ensure that staff— provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(b)(iv)(v)(vi)(c)(i)(ii)) In particular, the registered person must ensure that children’s communal areas and bedrooms are clean and tidy, and that graffiti is removed and the home is free from health and safety hazards.	
--	--

*These requirements are subject to a compliance notice.

Children's home details

Unique reference number: 2510604

Provision sub-type: Children's home

Registered provider: Nestlings Care Limited

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

Responsible individual: Anthony Thompson

Registered manager: Alanda Mason

Inspector

Cathy Wilkins, 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 children looked after, 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 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://reports.ofsted.gov.uk>.

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: www.gov.uk/ofsted

© Crown copyright 2023