

2510604

Nestlings Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated. The home is registered to provide care and accommodation for up to four children or young people who may have mental disorders and/or learning disabilities.

Inspection date: 17 to 18 November 2020

This monitoring visit

This monitoring visit took place due to Ofsted being informed of a number of incidents relating to a young person being able to access and swallow batteries. The visit took place as a combination of visiting the home and reviewing some evidence remotely using technology. Young people and professionals were spoken to as part of the visit.

Young people have found it difficult in recent months due to COVID-19 (coronavirus) restrictions. One young person in particular has increased her self-harming behaviour, to a level that has led to her being placed in a psychiatric intensive care unit. The plan is for her to return to the home when she is more settled.

Although risk management plans are detailed and informed by the mental health team, they have not always been effectively implemented by staff. As a result of staff not following identified strategies, one young person has been able to access and swallow lithium batteries and been hospitalised on several occasions.

One young person is on a 2:1 staffing ratio. Details around the expectations of the two staff are inconsistent. Some records state that the second staff member is for support when needed, whereas other records state that the young person is observed by two staff all the time. Clear agreements with the placing authority need to be in place, adhered to by staff and reflected consistently in the plans.

The manager has not adequately evaluated records to identify weaknesses in staff practice or taken action to prevent any reoccurrence. Gaps and mistakes in the

incident records have also not been identified and corrected. As a result, the young person has continued to be at risk.

Measures in place to prevent the spread of COVID-19 have been excessive and exceed those set out in government guidelines. Young people have not been able to enjoy enough time out of the home and this has had a negative effect on their mental health. Social workers have also been denied opportunities to visit young people. However, protocols around this have recently been improved.

Feedback from social workers was positive but identified areas for improvement. One social worker said, 'Communication could be improved; sometimes I am chasing information instead of having regular updates.' Another social worker raised concerns that the registered manager is not the person making the decisions and said, 'Changes around excessive COVID-19 restrictions took a long time and more effort than it should have.'

One young person said that her time out of the home was limited because she requires staff supervision in the community. Staff confirmed the fact that activities out of the home can be difficult to plan, due to staff requiring support at the home if other young people are displaying unsafe behaviour. As a result, young people are often bored and lack stimulation.

Although the physical structure of the home is fit for purpose and includes additional safety measures, such as extended banisters and reinforced glass, areas of the home require a deep clean. Walls are stained from drinks being thrown at them, there were cobwebs in the communal areas and carpets did not appear to have been hoovered. There have also been delays in repairing damage in the home and damaged fencing in the garden. Positively, bedrooms have been personalised, meeting a previous recommendation.

There have been several changes to the staff team since the last inspection. Five new staff have joined the team since September 2020. This change has been managed well. However, it is not clear from the records what training the new staff have completed. Records show gaps in essential training to meet the needs of the young people, including self-harming behaviours and ligature training. Staff spoken to say that they feel supported by the manager.

The statement of purpose includes the details of the current staff team. This was requested as part of the visit, but the document has not been sent to Ofsted previously when updated. Notifications of serious incidents have been sent to Ofsted, meeting a previous requirement.

Some requirements and recommendations have not been reviewed at this visit and will be carried forward to review at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/03/2020	Full	Outstanding

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 enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1) (2)(a)(ii)(b)) This relates to ensuring that young people are able to spend time enjoying activities out of the home, that is not limited due to other young people requiring additional support.	31 January 2021
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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;	31 January 2021

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)(v)(b)) This relates to staff implementing risk management plans, specifically relating to preventing access to batteries.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(b)(c)(g)(ii)(h)) This relates to the registered person identifying weaknesses in staff practice and implementing steps to improve practice, and ensure that the team is consistent. This also relates to staff receiving training to meet the needs of the young people, and accurate records being kept monitoring training.	31 January 2021
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.	31 January 2021

(Regulation 16 (3)(a)(b))	
The registered person must ensure that suitable facilities are provided within the children's home for any child accommodated there to meet privately at any reasonable time with the child's parents, friends, relatives or any of the following persons— an officer of the Children and Family Court Advisory and Support Service appointed for the child; a social worker assigned to the child. (Regulation 22 (1)(b)(c))	31 January 2021
The registered person must ensure that— 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 date, time and location of the use of the measure; a description of the measure and its duration; the name of the person who used the measure ("the user"), and any other person present when the measure was used; within 24 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measures; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iii)(iv)(vi)(viii)(b)(i)(c)) This has been carried over from a previous inspection and has not been reviewed as part of this visit.	31 January 2021
The registered person must maintain records ("case records") for each child which—	31 January 2021

include the information and documents listed in Schedule 3 in relation to each child;

are kept up to date.

(Regulation 36 (1)(a)(b))

This has been carried over from a previous inspection and has not been reviewed as part of this visit.

Recommendations

- The registered person should ensure that there are effective care planning and strong working relationships between the staff of the home and the placing authorities. Managers must ensure that clear agreements with regards to communication with placing authorities are in place and adhered to. ('Guide to the children's homes regulations including the quality standards', page 19, paragraph 11.2)
- The registered person should plan staffing levels to ensure that they meet the needs of children and can respond flexibly to unexpected events or opportunities. If children complain, or give a view on how the staffing structure could be improved to promote the best care for them, appropriate action should be taken. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.15)
- The registered person needs to ensure that there is a robust cleaning regime in place and ensure that any damage is repaired in a timely manner. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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, Lancashire WN7 4PF

Responsible individual: Anthony Thompson

Registered manager: Jade Thetford

Inspector

Sylvia Eboigbe, Social Care Inspector

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