

2510604

Registered provider: Nestlings Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and is registered to provide care for up to three children. The home provides support for children who may have complex mental health problems and/or learning disabilities. Three children were living in the home at the time of the inspection.

There has been no registered manager since August 2021.

Inspection date: 23 February 2023

Date of last inspection: 8 June 2022

Judgement at last inspection: requires improvement to be 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.

The inspector 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

The children said that this is a good place to live. They express confidence in staff to give them the care and support they need. A child said, 'This is the best placement I have been in, and I am doing well. The staff have stuck by me even when I am not in a good place. They always have my back.'

Children benefit from a bespoke package of care that is individually tailored to their needs. Their day-to-day experiences are very much influenced by their needs and risks at any given time. Staff are responsive to this, continually adapting plans to offer children the best possible educational, social and recreational experiences. A parent said, 'I am relieved that [name of child] is here. I can tell that the staff really care, and I trust the staff to keep her safe. They do a sound job and give her what she needs at any given time.'

The safety of children

Children's safety is given a high priority. Their needs, behaviours and risks are managed effectively by staff, who are supported well by the in-house mental health practitioners. A child said, 'I have a lot of trust in the staff. When I am struggling, staff keep me safe.'

Staff take a calming and reassuring approach to behaviour management. They recognise triggers and make good use of positive relationships to help children manage the challenges they face in everyday life.

Physically holding children is often necessary to protect them from harming themselves or anyone else. Children confirm that when they have been physically held, they have felt it to be the action of staff who genuinely care about their well-being.

The effectiveness of leaders and managers

The manager is in the process of registering with Ofsted, although there has been a significant delay in this respect. The manager is experienced, child-focused and provides good leadership and support for staff.

There have been several changes to the staff team since the last inspection. This has resulted in a relatively inexperienced care team and a continued reliance on agency staff. There is no evidence to indicate that this has been detrimental to the

care of children. However, a child said, 'I understand why it is necessary, but it is not helpful to have agency staff around when I am struggling.'

The manager has a good understanding of children's experiences and is fully involved in all aspects of care planning. She makes good use of internal and external quality assurance processes to review and improve the quality of care. However, the last review of the quality of care did not include the feedback and opinions of children.

Four requirements and two recommendations from the previous inspection have been addressed. Restraint records have been improved also, but this is work in progress. This requirement is repeated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/06/2022	Full	Requires improvement to be good
28/03/2022	Interim	Improved effectiveness
11/05/2021	Full	Requires improvement to be good
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, 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 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— a description of the measure and its duration; the effectiveness and any consequences of the use of the measure; and within 48 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 measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(iv)(vii)(b)(i)(ii))	31 March 2023
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (2)(b))	31 March 2023

Recommendation

- The registered person should consider ways of reducing the use of agency staff as a means of improving continuity of care for the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.15)

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: Post vacant

Inspector

Paul Scott, Social Care Inspector

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