

2510604

Registered provider: Nestlings Care Limited

Full 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 has applied to register with Ofsted.

Inspection dates: 23 and 24 May 2023

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 June 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

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

Inspection judgements

Overall experiences and progress of children and young people: good

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. This helps to ensure that staff support children with their mental health needs.

Children have individualised plans that aim to increase their independence. This enables them to engage with the world while ensuring their safety. Staff are aware of children's routines and behaviours. This means that staff can support children and can also divert children to different activities if they become unhappy.

Staff work creatively with children. They base educational activities around children's interests. One child has a talent for painting. Staff have encouraged her to enter competitions with her work, and some of her work is on display in a local cafe. Another child had an idea for a business. Staff encouraged her to write a business plan and helped with setting up the business. This support helps children to engage with wider society and builds their confidence.

The provider allows children to have pets in the home. This teaches children to take responsibility and learn about caring for others. Pets can also help to provide comfort and companionship.

Children's parents are welcomed into the home when this is appropriate. This helps children keep a sense of identity.

The home is spacious and children have large bedrooms with their own bathrooms. The home presented as quite untidy, with writing on one child's bedroom walls. This was addressed and painted over by the end of the inspection.

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

Staff keep children safe. Clear routines ensure that children are safe. The manager and staff know the children well. Individualised, detailed safety plans provide clear guidance to staff. This ensures that staff know how to deliver safe care.

All the children have deprivation of liberty orders, which outline how staff help to keep children safe. For example, staff must lock external and some internal doors. Staff balance the needs and risks of all children, which ensures the right level of restriction to meet individual children's needs.

Staff meet children's health needs. Systems for managing medication are clear. Staff have access to mental health nurses and a registered manager 24 hours a day. This means staff can seek advice and are supported in a crisis. These measures contribute to children's feelings of security and well-being.

Risk-management records are lengthy and repeated in different formats. These documents could be difficult for new staff to understand.

The effectiveness of leaders and managers: requires improvement to be good

The home has been without a registered manager since August 2021. An acting manager had been in place but did not register with Ofsted. A new manager has been appointed and has applied to register with Ofsted.

Some agency staff are working with the children. This does not negatively affect children as there is always a member of staff on shift who children know. Some agency staff have not received supervision. This fails to help them reflect on the impact of their work with the children.

The provider has not informed the regulator of significant safeguarding incidents. This fails to enable independent review of safeguarding practice.

Personalised plans reflect children's unique identities. These plans provide staff with clarity to promote children's diverse needs.

The acting manager has worked at the home for a long time and knows the home, the children and the staff well. She is aware of the home's strengths and weaknesses, and shows commitment to positive change.

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 notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; a protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(d)(e))	29 June 2023
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(x))	29 June 2023

This relates to ensuring that all staff, including agency staff, have access to regular, good-quality supervision.	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This relates to streamlining children's records and reviews so that they are accessible to staff.	29 June 2023

Recommendation

- The responsible person should ensure that the home is clean and tidy and presents as a homely and comfortable environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 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: Post vacant

Inspector

Cathy Wilkins, Social Care Inspector

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