

2510604

Registered provider: Nestlings Care Limited

Interim 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 mental disorders and/or learning disabilities.

The registered manager left in August 2021. An acting manager is in post and is in the process of being registered with Ofsted.

Inspection date: 28 March 2022

Date of last inspection: 11 May 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has improved effectiveness.

Children are engaging, making good progress, and are benefiting from positive experiences. Relationships between children living in the home and the core staff team are positive. As a result, the children are settled and more able to express their emotions.

One child has left the home since the last inspection, and another was in the process of moving on the day of this visit. Both moves were well planned and resulted in one child moving back to family, while the other child is moving closer to home.

Care planning and care practice are influenced by the clinical input provided from the organisation's mental health team. Qualified and experienced professionals provide innovative one-to-one support for children and work with staff to develop individually tailored strategies of support. This support focuses on helping children to better understand themselves and develop the resilience they need to overcome the complexities of their lives.

Responses to each child's behaviour are regularly discussed and reviewed for effectiveness. Clinical leads and the new manager play an important role in helping staff to develop their responses, which are based on each child's needs. The introduction of reflective meetings, case discussions and daily risk handovers has helped to upskill the staff team. As a result, children benefit from a consistent response from staff.

Children's risk assessments are updated regularly. This means that risks are clearly identified, with strategies in place to manage and minimise incidents.

The new manager demonstrates an aptitude for her role and provides good support for staff. This includes providing them with opportunities to develop their knowledge and skills through a good range of training opportunities. This ensures that staff are suitably equipped to meet children's known and emerging needs.

Achieving consistency in staffing has posed a significant challenge for both the home and the organisation. At the time of the full inspection in May 2021, there was a high use of agency staff. However, the need for external cover for shifts has reduced. This means that children are cared for by people they know.

The overall quality of the environment has improved. Leaders have ensured that damage to the house has been repaired, and plans are in place for redecoration

throughout the home. The house is clean and tidy and is now welcoming, comfortable and safe for the children living in this home.

Safer recruitment processes have improved. This reduces the risk of unsuitable people working at the home.

Induction of new staff is now more robust. New members of staff go through a thorough induction process, which includes two weeks of shadowing, regular supervision and attending a full range of training. This helps to ensure that children are cared for by people with the right personal qualities, enthusiasm and skills for the role.

On at least two occasions, leaders and managers have not notified Ofsted of serious incidents in a timely manner. This does not enable the inspector to monitor progress and assess whether staff are keeping children safe.

The statement of purpose describes in detail the ethos and aims of the setting. However, the statement of purpose has not been updated or shared with Ofsted for over 12 months. This does not provide the regulator with accurate information about who is working at the home.

Quality assurance systems are now more effective in highlighting errors in case records, incident reports and staff practice. Greater oversight better enables the manager to identify shortfalls in practice and address them quickly and effectively. However, Ofsted has not received the manager's review of the quality of care. This hinders the regulator's ability to monitor the overall effectiveness of the home.

Leaders and managers have a realistic understanding of the home's strengths and weaknesses. They have taken action to improve things, but equally recognise that some new processes are in their infancy and need further time to fully embed in practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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— 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. (Regulation 16 (3)(a)(b))	9 May 2022
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(e))	9 May 2022
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and	1 June 2022

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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, Lancashire WN7 4PF

Responsible individual: Anthony Thompson

Registered manager: Post vacant

Inspector

Ceri Evans, Social Care Inspector

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