

2594061

Registered provider: Nestlings Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to three children who may have learning disabilities and/or mental health disorders.

There are currently three children living at the home.

The manager registered with Ofsted in June 2023.

Inspection date: 12 January 2024

Date of last inspection: 14 August 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors 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'.

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.

This assurance visit included a tour of the home, discussions with the children, staff and professionals, and a review of the documents. During the inspection, inspectors reviewed some of the requirements raised at the last inspection and found that Regulations 35, 12 and 8 have been met. The requirements raised under Regulations 5, 10 and 13 have been carried over. Further requirements and recommendations were also raised from this assurance inspection.

Leaders and managers do not invite professionals and parents to their internal multi-disciplinary team meetings. Consequently, they are not kept up to date when significant changes are made to the children's plans. A professional and a child's parent raised their concerns around the lack of information shared when the director, who is also a qualified doctor, made a change to the child's medication. This lack of transparency prevents those who are invested in the child's life from having any understanding or say in the child's care planning.

The children are not provided with a safe, warm and welcoming environment. Holes in the wallpaper in the hallway and litter outside in the garden, along with moss on the ground, look unsightly and could present a slip hazard when wet. The toilet seat and one of the children's bedroom doors were broken, and there were exposed nails in a broken bookshelf. When this risk was brought to the attention of the leaders and managers, they were quick to address it, and they removed the nails.

The registered manager has not ensured that all staff have the required childcare qualification as set out in the regulations. One staff member, who has worked for the provider for over two years, has yet to be enrolled on this course.

Staff struggle to motivate the children during the day. This means that the children's school attendance is sporadic, and they are often in bed during school hours. There is no routine or structure in place for the children when they do not attend education. This impacts on their self-esteem and confidence in social settings.

Physical interventions are rare. When these are used, clear records detail the incident and the actions that the staff have taken to reduce the likelihood of future interventions being required. Staff and children are spoken to following the incident. This means that all involved are provided with time to reflect and learn.

Staff are supported by the registered manager, and they are provided with regular supervision sessions. These are reflective discussions that help the staff to learn and share new skills and develop different approaches to better care for the children.

The staff have been deemed suitable to work alongside the children. The registered manager ensures that staff recruitment is safe. Staff files include all relevant references and verification checks.

The staff know the children's risks and how best to keep them safe. The children's risk assessments are clear and up to date. They include all of the children's known risks and the actions that the staff must take to best support the children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2023	Full	Requires improvement to be good
13/06/2022	Full	Requires improvement to be good
27/10/2021	Full	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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; and if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(a)(c))	12 February 2024
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and	12 February 2024

understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv))	
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))	12 February 2024
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that, subject to regulation 22 (contact and access to communications), contact between each child and the child's parents, relatives and friends, is promoted in accordance with the child's relevant plans. (Regulation 14 (1)(a) (2)(d)) This specifically relates to leaders and managers being inclusive of children's family members and other professionals during meetings when changes to children's plans and medication are made.	12 February 2024
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; and 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—	12 February 2024

understand and apply the home's statement of purpose; ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(vii))	
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a) (5)(a)(b))	12 February 2024

Recommendation

- The registered person should ensure that, when children struggle with attending school, structure and boundaries during school hours are in place and that staff are making every attempt to pursue children's school attendance. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)

Children's home details

Unique reference number: 2594061

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: Emma Shaw

Inspectors

Gemma McDonnell, Social Care Inspector
Jo Birtwhistle, 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 2024