

2594061

Registered provider: Nestlings Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The manager has been registered since July 2020.

Inspection dates: 13 and 14 June 2022

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

The effectiveness of leaders and managers **inadequate**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 27 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The provider's systems for maintaining the home require improvement as they do not address environmental hazards, damage and routine repair works in a timely manner. Staff do not clean the home to a good standard. The poor environment does not promote children's well-being.

Children have well-planned moves into the home as introductions take place over a number of weeks. During this time, children do activities with staff and get a booklet about their home. Professionals meet and discuss the plans for the child's care so that, as children arrive, staff understand how to care for them. Children settle in well as they know what to expect and who will be looking after them.

Staff are nurturing and spend time with children, so they understand each child's needs. Children are able to share their views and feelings as they have built trusting relationships with their staff.

Children see their families regularly as staff recognise the need for children to spend time with people who are important to them. Parents feel that they are welcome at the home and value the care and support children receive. One parent said, 'My child has made loads of progress and the staff have helped my child to cope better.'

The manager and in-house multidisciplinary team plan children's healthcare together. Children regularly access health services, which extends to emergency care when needed. Staff work with children to reduce the dangers of smoking through a structured plan. This means that children's health starts to improve as a result of living at the home and the specialist help that they receive.

Children have fun and play games. The staff are creative and are committed to ensuring that children enjoy a range of recreational activities skills. This helps children to learn new life skills.

One child has moved out of the home as they were ready to live more independently. Talking with staff and their advocate gave the child reassurance when their plans were delayed. The child became less anxious and felt ready to move from the home.

How well children and young people are helped and protected: requires improvement to be good

The manager and multi-disciplinary team regularly discuss children's support strategies and risks. They make assessments and safety plans for staff to follow. However, the inspectors identified that one child's risk assessment was not fully up

to date. This means that guidance for staff was unclear should a further similar incident occur.

Safe arrangements for handling and administering medication are not consistently applied. As a result, children have taken medication for which they are not prescribed. This has the potential to put children at risk of harm.

Children use knives in the kitchen under supervision as staff recognise the risks that using sharp items can have. The manager has implemented a more thorough health and safety check. This helps to ensure that staff know that these items are stored safely when they are not in use.

Children self-harm less often because of the support they receive at the home. Staff understand the causes for children's distress and children engage in regular therapy sessions. Due to the positive relationships children have with staff, they share how they are feeling and accept help when crisis situations occur. Staff are able to divert children from causing themselves harm and ensure that they access the correct medical support.

Children are well supervised as they have at least one-to-one staff support. The manager assesses children's time out of the home as part of an agreed plan. Staff apply the instructions included in deprivation of liberty orders, so children do not go missing from care.

Children learn about risky situations as they talk to staff about incidents, relationships and using social media. Children are able to share concerns they have, and the manager is responsive when children make disclosures or allegations. They follow procedures to safeguard children and inform the correct professionals. This ensures that investigations take place and that children have the correct support.

Descriptive incident reports enables the manager to review the effectiveness of the support children receive and identify when the use of physical intervention could have been avoided. Physical interventions are not common practice as staff find alternative ways to support children.

The effectiveness of leaders and managers: inadequate

The manager's checks of the premises are poor as they do not identify all areas in need of repair or comply with the provider's policy and procedure for health and safety. Unnecessary hazards for children have not been identified and removed. Action was taken by the manager to rectify this during the inspection.

The provider's recruitment procedures are not effective. There has been a failure to assess whether all new staff and agency staff are suitable to work with children before they work in the home. Insufficient safer recruitment practices place children at risk of harm.

Disorganised filing systems and ineffective monitoring mean that not all documents are available. The lack of recording means that the support staff receive at times is unclear and that information from some children's placing authorities is not in the home.

The manager does not inform the regulator of significant health interventions, such as hospital procedures resulting from children's self-harmful behaviours. The regulator cannot, therefore, assess the actions the manager takes to safeguard children.

The manager's quality of care review is not thorough as they do not consult with people or use feedback to inform their report. How the manager intends to improve the service is not clear as they do not set actions or targets.

Staff value the support they receive from the manager and multidisciplinary team. Staff understand the ethos and delivery of care for children as defined in the home's statement of purpose. Staff attend training courses so they can provide a specialist service to children. This helps to ensure that children are cared for by a skilled staff team.

The statement of purpose is kept under review. However, the manager has not provided Ofsted with an up-to-date version as required by regulation.

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 quality and purpose of care standard requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (2)(c)(i)) The registered person must ensure that the home is clean and that routine maintenance works in the home and garden are completed.	30 July 2022
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; and that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)) The registered person must ensure that children's risk assessments include all updated risk reduction strategies identified when incidents occur. The registered person must implement a system to identify and remove environmental hazards that increase children's risk of ligaturing.	30 July 2022
The leadership and management standard requires the registered person to—	30 July 2022

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(h)) The registered person must implement a system to ensure that all records of staff supervision, post-incident debriefs and children's current statutory documents are available.	
The registered person must— notify HMCI of any revisions and send HMCI a copy of the revised statement of purpose within 28 days of the revision. (Regulation 16 (3)(b))	30 July 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d)) The registered person must ensure that new staff's and agency staff's skills and experience in working with children are recorded and that references for staff are obtained and verified before they start working in the home.	30 July 2022
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	30 July 2022
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; and	30 July 2022

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

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 (2)(b)(c) (5))

The registered person must ensure that they use the views of children, staff, families and placing authorities in the quality of care review and include a plan of action for service development in the report.

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: 2594061

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: Sharron Openshaw

Inspectors

Alexandra Howitt, Social Care Inspector
Aaron Mcloughlin, Social Care Inspector

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