

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 operated by a private provider. It provides specialist therapeutic and rehabilitative residential placements for up to three children with complex mental health problems and challenging presentations with risks to self and others.

The home is registered with Ofsted and the Care Quality Commission.

The inspector spoke to all three children who live at the home.

The manager is suitably experienced and registered with Ofsted in June 2023.

Inspection dates: 18 and 19 June 2024

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 August 2023

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
14/08/2023	Full	Requires improvement to be good
13/06/2022	Full	Requires improvement to be good
27/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop trusting relationships with staff. Children said that they enjoy living in this home and that they enjoy the staff's company. Children said that staff support them when they are feeling sad, and make them feel safe in their home.

The home is nicely decorated, and children's bedrooms are personalised with their belongings. Children's artwork and photos of themselves are proudly displayed throughout the home, giving the children a real sense of belonging.

Children are supported to engage with their education plans, and take part in educational activities. There has been progress made in terms of the children's attendance and commitment to their education. One child's tutor said that the child had made remarkable progress from their starting point.

Children engage in activities with staff, such as going for walks and trampolining. Staff also support the children's hobbies like baking and art work. The time they spend together helps improve the relationships between children and staff. It also helps the children to develop positive attachments with the adults, and increases the children's skills in areas that they have shown an interest in.

Children at times struggle with managing their emotions. When children have felt they need to harm themselves, the staff have responded quickly in-line with the child's individual risk assessment. Staff use their positive relationships with the children to help them to feel calmer. This approach continues to reinforce the messages that the staff care about the children's health and well-being.

Children are supported well by the organisation's multi-disciplinary team. The 'team around the child' approach from professionals helps children to understand and manage their complex mental health needs. Children access the services that are available to them, and this helps them to become more resilient and self-aware.

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

Children's risk assessments are reviewed and updated regularly by the staff. There is good oversight from the registered manager. They provide the staff with clear actions to follow to reduce the risk of harm to the children.

Staff respond well to children and they are not afraid to hold children to keep them and others safe. The manager and staff ensure that the records of these incidents are comprehensive. The records include the strategies that were used by the staff when trying to diffuse the escalation in the children's presenting behaviour, and the actions that the staff took during the hold. Staff and children are supported to speak about the incidents, giving them an opportunity to reflect.

Staff are consistent in their approach to supporting children. This reinforces boundaries for children both in the home and when they are out in the community. Following incidents, staff support children to reflect on their behaviours in way that they are not made to feel blamed, and together they look at what may have worked better for the child. This continual shared learning helps children to develop an understanding of their own risks.

The registered manager takes allegations from the children seriously. She works in consultation with the local authority designated officer and the children's social worker. This joined up working means that safeguarding incidents are thoroughly explored. Children receive a follow-up session with the manager to discuss their worries, thoughts and feelings. Open and transparent communication means that information is shared, and appropriate action is taken to ensure that the children are kept as safe as possible.

The effectiveness of leaders and managers: good

The registered manager has worked hard to provide staff with strong leadership in the home, and she ensures they are supported well in their roles. She is proactive and addresses any practice that is not conducive to the children, and this is embedding a nurturing culture in the home.

Staff supervision sessions are reflective and focus on staff practice. This helps with staff development as it gives them the opportunity to adapt their way of working to better meet the children's needs. The staff's emotional well-being is prioritised through access to support from the clinical team. This ensures that staff feel valued and supported in their role.

Children are well cared for by competent and trained staff. They receive good training and development opportunities to enhance the care that they provide to the children.

There is an in-depth induction programme in place for when new staff join the team. New staff are mentored by leaders and managers during their induction. Their strengths and areas of development are identified, which is documented in their induction plan. The registered manager then determines their suitability, and will take appropriate action as necessary.

Professionals and parents have said that they are happy with the level of communication from the staff at the home, and that this has improved since the last inspection. One parent went on to proudly say that their child has made progress in all areas of their life.

The registered manager is aware of the home's strengths and areas for development. While the registered manager is committed to driving improvements and has a development plan to support this, she does not receive regular and direct supervision from the responsible individual. This shortfall prevents the registered manager from being stretched, and hinders her ability to explore other areas and options so that she can continue to make further improvements in the home.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the responsible individual supervises the management of the home. They must understand effective practices for meeting the needs of the children and be aware of local authority care planning duties and how children's homes should support these. ('Guide to the Children's Homes Regulations, including the quality standards', page 60, paragraph 12.3)

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 WN7 4PF

Responsible individual: Anthony Thompson

Registered manager: Emma Shaw

Inspectors

Gemma McDonnell, Social Care Inspector
Janine Shortman-Thomas, Social Care Inspector

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