

2637140

Esland North Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a large provider. It is registered to provide care for one child who may have social and emotional needs.

The home does not currently have a registered manager, a temporary manager is supporting. They were present for this visit and supported by the responsible individual.

There is one child currently living in the home, and their views were considered.

Inspection date: 5 March 2025

This monitoring visit

This monitoring visit was undertaken to assess the actions taken by the organisation to meet the compliance notices, issued after the last inspection. These compliance notices were in relation to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. At this visit, it was found that not all the steps contained in the compliance notices had been met.

Subsequently, the compliance notices have been re-issued. Further concerns in the safeguarding of children and in the leadership and management of the home were identified at this monitoring visit.

There have been some changes to the child's daily routines, and this is having a positive impact on their health and well-being. The child is spending less time on electronic games with this now being restricted. The child is starting to engage more in activities and physical exercise away from the home. A healthier diet is being promoted and staff are supporting the child to try a wider variety of foods. The child's bedtime routines have improved because staff are providing a calmer environment leading up to bedtime, with less reliance on screen time to help the child to settle.

The child has been supported to improve their social skills, and they have developed a friendship with another child who lives locally. This has led to shared activities and visiting each other's homes, which has had a positive impact on the child. This means the child is less socially isolated as they currently do not attend school. The child's education, health and care plan are in the process of being finalised and a new education provision will be sought once this has been completed.

Despite training and guidance, staff have failed to act in line with safeguarding policies. On one occasion, staff failed to report an allegation made by a child to leaders and managers. This was not reported to the child's social worker, despite them visiting the home on the same day. Staff also failed to report injuries to the child that resulted in a physical intervention. The staff member involved in this incident remained on shift for a further day following this incident, which had the potential to place the child at risk of harm. The independent visitor who was present during this incident failed to raise this as a concern to leaders. This does not provide assurances that this visitor is providing an accurate view of how children are safeguarded in the home.

On another occasion, staff failed to seek medical advice following the child ligaturing and causing a mark to their neck. Leaders and managers did not report these concerns in a timely way to relevant professionals, which led to a delay in sharing safeguarding information. The regulator was not informed within prescribed timescales as there is no system in place for reporting concerns at weekends. This prevented independent oversight until several days after the event.

A temporary manager is in place, and they have been role modelling positive parenting to the team and this is starting to have an impact on staff practices. Several staff have either left or are subject to HR processes since the last inspection, and staff from other homes are covering the shortfalls in the rota. This is providing the child with some consistency and stability but is described as not sustainable longer term.

Leaders and managers have provided more oversight to the home and have started to implement some systems to support this. However, leaders and managers are not consistently providing critical oversight or reflection, especially around incidents, to help improve staff practices. There is an established closed culture within the team and there has been resistance from staff in changing and improving this. Leaders and managers are using internal systems to manage and address the concerns.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2025	Full	Inadequate
02/10/2023	Full	Good
24/05/2022	Full	Good
25/01/2022	Full	Requires improvement to be 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 with the given timescales.

Requirement	Due date
*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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1)(a) (2)(a)(i)(iii)(v)(vii)(b)(e)) In particular, this relates to the recording, reporting and management oversight of allegations, staff knowledge and understanding of safeguarding policies, staff understanding of whistle-blower policies and keeping the child safe online.	18 April 2025

*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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)(f)(h)) In particular, this relates to leaders and managers providing effective oversight and scrutiny of the home to ensure that children are receiving safe and consistent care.	18 April 2025
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is not, or does not intend to be, in day-to-day charge of the home. (Regulation 27 (1)(a)(b)(iii))	18 April 2025

The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children’s home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for the prompt referral of an allegation about past abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the alleged abuse or neglect occurred; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(a)(b)(2)(b)(c)(d)(f)) In particular, this relates to staff knowing and understanding and implementing this policy.	18 April 2025
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*These requirements are subject of a compliance notice.

Recommendations

- The provider should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. This should cover the action that should be followed if the event arises at a weekend or a public holiday. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 63, paragraph 14.13)
- The provider should appoint an independent person to carry out visits to the home that provide a rigorous and impartial assessment of the home’s arrangements for safeguarding and promoting the child’s welfare. This visit should also allow for the sharing and reporting of safeguarding concerns that may arise during a visit. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 65, paragraph 15.5)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2637140

Provision sub-type: Children's home

Registered provider: Esland North Limited

Registered provider address: Esland Ltd, Suite 1 & 5 , Riverside Business Centre, Foundry Lane, Milford, Belper DE56 0RN

Responsible individual: Karl Haywood

Registered manager: Position vacant

Inspector

Sarah Orriss, Social Care Inspector

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