

2649739

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for one child who may experience social and emotional difficulties.

The manager registered with Ofsted in July 2025.

The child spoke to the inspector about their experiences of living in the home.

Inspection dates: 29 and 30 July 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2024	Full	Good
29/08/2023	Full	Requires improvement to be good
22/03/2023	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The same child has lived at the home since the last inspection. They are being supported to transition out of the home in line with their wishes and feelings.

Due to staffing shortages, the home has relied on staff from other homes, which has led to a lack of consistency for the child. However, leaders and managers are taking action to address this to ensure that there is greater stability and consistent messages and boundaries across the team.

The manager and staff work in partnership with other professionals, as well as encouraging and enabling the child to be fully involved in their own care planning. This means that the child receives support while also understanding and contributing to their current and future plans.

Staff support the child to manage their health and to attend health appointments. Following a medication error, which did not impact on the child, the manager took action to ensure that there was further training for all staff.

Staff support the child's education. The child has aspirations, and college provisions are now being explored.

Staff support the child to have relationships with people who are important to them in line with their plans. The child's family and friends are welcomed in the home. These relationships help the child to develop a strong sense of identity and to benefit from support outside of the home.

The home is welcoming and physically safe.

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

The child said they feel safe living in the home, and they can identify staff who they trust.

The child's risks and vulnerabilities are understood by staff. Incidents are well managed with clear oversight from the manager. The child's risk plans provide information for staff on how to help the child stay safe. When the child has gone missing from the home, they have received a well-coordinated response. The child was spoken to on return, and their views have influenced change.

Staff hold meaningful conversations with the child, offering guidance and support. This supports the child to develop strategies and understand risks.

When a child made a complaint, this was addressed and the child was updated on the outcome, which they were happy with.

Staff are trained in a therapeutic model that is used in their day-to-day practice for the benefit of the child. Positive behaviour is routinely encouraged and rewarded. The home's therapist also provides support and guidance to staff, which enables them to reflect on, and understand, the children's current and emerging needs.

Safer recruitment processes are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: requires improvement to be good

There have been several changes of the leadership and management of the home since the last inspection. The manager is new to the role and is motivated and committed.

Staff are positive about the support they receive from the manager. They enjoy working at the home and spending time with the child.

Staff, including the manager, receive reflective supervision. However, some new staff have not received supervision in line with the home's workforce development plan. This does not help staff to carry out their roles effectively or provide formal opportunities for reflection.

The team is supported to develop its knowledge through training, inductions and scenario-based discussions. Staff receive training that is tailored to the individual needs of the child. However, the home's workforce development plan does not identify how often staff should undertake training and when this needs to be reviewed.

Team meetings focus on the child and provide opportunities to reflect on practice. These learning opportunities further develop staff's skills and enable the team to better understand children's different care needs and risks and how to support children.

When external complaints have been made, leaders have not taken appropriate action, and investigations lack learning and reflection. This limits opportunities to monitor and evaluate the care provided to children.

The manager has completed the quality of care reports to review children's experiences. However, the opinions of children, staff and parents are not considered in the report. This reduces opportunities to ensure that the feedback is being used to develop practice in the home.

Leaders and managers have effective external monitoring systems in place. However, internal monitoring systems are not robust and therefore not effective in evaluating practice in the home. This does not ensure that there is continuous improvement.

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
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 has sufficient staff to provide care for 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and	19 September 2025

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)(d)(e)(f)(g)(ii)(h)) Specifically, leaders and managers must ensure they have oversight of all work carried out in the home. This includes reviewing internal investigations to identify any learning and support to develop practice in the home.	
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) Specifically, the registered person must ensure that staff receive supervision in line with the home’s workforce development plan.	19 September 2025

Recommendations

- The registered person should ensure that the home’s workforce plan and training matrix document the agreed timescales for staff training. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 53, paragraph 10.8)
- The registered person should ensure that they make best use of the information from internal monitoring systems to ensure continuous improvement. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 55, paragraph 10.24)

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: 2649739

Provision sub-type: Children's home

Registered provider: Esland North Limited

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

Responsible individual: Louise Rhodes

Registered manager: Helen Giles

Inspector

Michelle Snape, Social Care Inspector

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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

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