

2649743

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care for one child who may experience social and emotional difficulties.

There was one child living in the home at the time of the inspection. Inspectors spoke with the child about their experience of living in the home.

The manager registered with Ofsted in August 2023.

Inspection dates: 14 and 15 November 2023

Overall experiences and progress of children and young people, taking into account **good**

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

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

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

Date of last inspection: 14 September 2022

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
14/09/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child likes 'everything' about living in the home. Staff have built up positive relationships with the child and take the child out for lots of new experiences that reflect the child's interests. Consequently, the child feels well supported and cared for.

The child lives in a warm home that is clean and well maintained. The child has personalised their own bedroom and has toys, books and belongings spread throughout the home. In addition, the child's photos and artwork are displayed around the home, showing the child's interests and personality.

Staff encourage the child to remain active and support them to take care of their health and hygiene. When needed, staff take the child to health appointments and ensure that they take their medication. Staff complete training to ensure that they are able to meet the child's individual health needs.

The child has excellent attendance at school. Staff communicate well with other professionals to ensure that the child's needs are met. Staff have been proactive in challenging professionals and advocating for the child's rights to ensure that the child receives the education they are entitled to.

Staff support the child to spend time with people who are important to them. The child's family visit the child at the home and in the local community. This promotes a positive and relaxed atmosphere for family visits. Staff have developed positive relationships with family members to ensure that they can work together for the child. One family member said of staff, 'They care for [the child] exceedingly well.'

The staff are supported by a clinical psychotherapist to better enable them to provide trauma-informed care for the child.

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

The trusting relationships that the child has been helped to develop with staff enables them to feel safe. The child said that they 'love living here because staff are all great and really kind'. Staff are consistent in their responses and provide clear boundaries along with nurturing care. The child understands why rules and boundaries are in place.

Staff talk to the child about the difficulties they have to help them to learn how to be safe. Staff teach the child how to understand and manage their emotions. This is done in a fun and engaging way and has led to a reduction in risks for the child.

Risk plans are useful for staff and are kept up to date. The child has not gone missing from this home, but a missing-from-care plan is in place to guide staff

should this happen. However, staff do not fully understand what they would need to do should the child go missing. This was a requirement at the last inspection and has been restated.

Staff know the child well. This enables them to support the child effectively to calm when the child's feelings become overwhelming. Due to these positive relationships, staff have not had to hold the child to keep them safe.

The child knows how to make a complaint. The child has not made any formal complaints but has told the manager when they have been unhappy with staff practice. The manager has responded to these concerns thoroughly and effectively and has informed the child of the outcome. This supports the child to feel listened to and heard.

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

The manager is dedicated and child-centred. She advocates for the child to be provided with all the opportunities they deserve. Staff feel valued and say that their manager 'goes above and beyond'.

The staff team has remained stable, which has maintained consistent care for the child. The manager has ensured that staff are provided with training to help them to care for the child.

Staff are appropriately qualified. The manager provides regular supervision for staff and holds monthly team meetings. Staff say that these are useful meetings that consider the needs of the child. There is some evidence of reflective discussions in supervision sessions, but staff are not yet supported to reflect on their practice during incidents.

The manager positively balances the safety of the child alongside encouraging staff to allow the child to take measured risks. This enables the child to build up their independence and to try new things at a pace that is right for them.

The quality of written records is varied. Some records are clearly written with good attention to detail. However, other records do not give a clear account of discussions or actions. This does not enable the manager to consistently ensure that actions are being followed through.

The manager makes use of independent monitoring and has good oversight of incidents. However, when considering potential triggers for the child, the manager does not always consider staff practice leading up to the incident. When the manager does identify shortfalls in practice, these are not always followed up appropriately. Similarly, when senior managers have identified gaps in practice, these have not always been actioned in a timely way.

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 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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(v)) Specifically, the registered person must ensure that all staff fully understand what action to take when a child goes missing. This requirement was made at the last inspection and has been restated.	16 January 2024
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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met;	16 January 2024

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)(g)(i)(h))

Specifically, the registered person must ensure that they have consistent oversight in running the home and that identified shortfalls are followed through in a timely manner.

Recommendations

- The registered person should ensure that staff are provided the opportunity to regularly reflect on their practice, including in team meetings and following incidents. ('Guide to the Children's Homes Regulations, including the quality standards' page 61, paragraph 13.2)
- The registered person should ensure that staff understand the importance of consistent, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards' page 62, paragraph 14.4)

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: 2649743

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: Sarah Bourne

Registered manager: Rebecca Ashurst

Inspectors

Aislinn Cooper, Social Care Regulatory Inspector
Sarah Gilbert, Social Care Regulatory Inspector

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