

2656736

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 and operated by a private company. It is registered to provide care for one child who may require support with social and emotional difficulties.

The manager registered in May 2025.

One child was living at the home at the time of the inspection. The child was spoken to during the inspection.

Inspection dates: 11 and 12 August 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 January 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Outstanding
13/03/2024	Full	Good
09/08/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are building trusting relationships with the child. The child said that the staff are 'good' and that they get on well with them. The child has been able to have open discussions if they have any frustrations or worries.

Before moving to the home, the child had not been in education for a year. The manager has strongly advocated for the child's right to an education. The social worker is impressed with how proactive managers have been to help ensure the child's education needs are addressed. The child is due to start a bespoke educational outreach provision until a permanent education provision is secured.

The manager and staff understand the importance of family time. Before moving to the home, time with family was in a contact centre. Since moving to the home, time with family has been supervised by staff in the community. The child has spent time taking part in meaningful activities with siblings and with people who are important to the child. Staff have been creative to explore activities to find out what the child enjoys and have encouraged the child to try new activities. The child now enjoys going to aqua parks, theme parks and trips to the local park. This helps the child to have fun while building their confidence and self-esteem.

The child's health needs are met. The child has a balanced and varied diet that also meets their cultural needs. Staff have worked hard to help the child understand the importance of attending the dentist. The child had not attended the dentist for a long period of time before moving to the home. Staff preparation and reassurance have given the child the confidence to attend the dentist and have a positive experience.

The manager and staff regularly consult the child around their views and care planning. This has included choosing bedroom decoration, developing a sensory room and having a trampoline for the garden. The child's views are taken seriously, and the child feels listened to.

One child has moved on to live semi independently. The move was thoroughly planned with the child's input. Since leaving the home, the child has remained in contact with staff. The child sent staff a video to share their appreciation of everything staff have done for them, stating that they are all 'legends', and that the child would not be the person they are today without them.

On arrival at the inspection, the front door was not fully secured. This was addressed immediately. The manager recognises that a different door-locking mechanism would minimise the risk of this reoccurring and has taken appropriate action. The home is generally welcoming. Carpets around the home are being replaced imminently and the house has benefited from redecoration.

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

Staff have appropriate safeguarding training and implement safeguarding procedures. The child feels safe at the home. A social worker feels assured that the child is effectively safeguarded.

There have been no missing-from-home incidents. However, staff are aware how to respond should a missing-from-home incident occur.

Physically holding children is rarely used. Staff understand that this is used as a last resort. Staff have worked hard to help the child to start to develop safer coping mechanisms to manage difficult emotions. The manager debriefs staff after an incident. However, on one occasion, the debrief was not recorded.

Staff focus on positive reinforcement and have worked with the child to agree a personalised incentive chart. Sometimes, consequences have been used. They are reparational and meaningful. Staff always explore the child's views around consequences and consider them appropriately. There has been a significant decrease in the child's negative behaviours.

The child has a detailed and thorough behaviour support and risk management plan. Behaviour management is generally good. On one occasion, the support plan was not implemented effectively. This resulted in police attending the home to support staff. When police arrived, the child was already calm. The manager recognised that the police attending was not necessary. The manager carried out a review of how the incident was managed and completed additional training with staff. There have been no further concerns. The local PCSO has visited the child to help build a positive view of police.

The effectiveness of leaders and managers: good

The manager is experienced and has a relevant level 5 qualification. He has good support from a knowledgeable responsible individual who is invested in the manager's continued development. Staff morale is high, and they are committed to delivering good care.

Training is of good quality, and staff benefit from a mixture of face-to-face and online training. Staff have had training to understand how to manage behaviour, taking into account children's life experiences. Staff either have or are working towards a relevant diploma within agreed timescales.

The staff benefit from a psychotherapist to help them understand the child's past trauma. The psychotherapist helps staff to implement helpful strategies to support the child. The psychotherapist also provides a safe space for staff to process

challenges, for example when a child moves out of the home and to help plan for when a child moves into the home.

Staff feel well supported by the manager and have regular supervision. Staff said that he is approachable and responsive. One staff said, 'The manager is hands on. He always supports us during difficult times and that speaks volumes.'

A social worker spoke highly of the care provided by the manager and staff. She was impressed with the child's progress and said she 'cannot fault' the manager or staff.

The manager has worked hard to recruit new staff. Agency staff are used in the home to cover waking nights. The same two agency staff are used to ensure consistency for the child. However, the agency staff are not currently receiving formal supervision.

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

Recommendations

- The registered person should ensure that all staff, including agency staff, have regular supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that staff debriefs following physical interventions are clearly recorded. ('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: 2656736

Provision sub-type: Children's home

Registered provider: Esland North Limited

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

Responsible individual: Chelsea Lightfoot

Registered manager: Augustin Mbene

Inspector

Amy Miles, Social Care Inspector

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