

SC387684

Registered provider: Esland South Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care and accommodation for up to six young people. The home's Statement of Purpose states that care will be provided to young people with emotional and/or behavioural difficulties. The home offers planned, emergency and respite placements.

Inspection dates: 29 April to 30 April 2019

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	good
---	------

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

Date of last inspection: 26 November 2018

The manager was registered by Ofsted in February 2018.

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2018	Full	Good
13/12/2017	Full	Good
01/02/2017	Interim	Sustained effectiveness
21/06/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Young people make progress from their starting points. They develop self-confidence and try a variety of experiences, including attending local youth groups and choirs.

Young people make progress in education. One young person has moved from attending for one hour per day to full time, and another has caught up with his reading. Regular attendance provides important structure and routine.

Work with families is a major strength of the home. Young people enjoy increasing amounts of good-quality time with their families, supported by staff.

Young people learn to take responsibility for their behaviour. Recently, one young person helped staff to repair the damage to the home caused by their anger outburst. Staff allow young people the time to think through incidents.

Young people feel empowered in their home. Complaints and concerns receive full written feedback from managers. One young person was able to enjoy a seaside holiday with her key worker, following a request to the registered manager.

Independence work is effective. Young people use their increased self-confidence to push themselves to learn new skills, such as budgeting and taking care of a pet. Achievements and progress are celebrated.

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

High staffing levels help to make young people feel safe. Young people value staff input, and this has a positive impact on their behaviour. One young person informed the inspector that staff 'do everything they can'.

Key-work sessions are effective. Sessions are skilfully linked to the presenting areas of concern and lower the risk of harmful behaviour. For one young person who stated that she wished to self-harm, focused work on self-esteem has helped to reduce this risk.

Staff work effectively with key support services to safeguard young people. One treating therapist described the staff team as 'nurturing and caring'. She is presently working with staff to plan life-story work for a young person in the home.

The response when young people go missing from the home is improved. Staff ensure that independent return-to-care interviews occur more regularly. Information and concerns are readily shared, and appropriate protective action is taken. This includes planning alternative activities for high-risk times, such as weekends.

Risk assessments are comprehensive. Assessments address young people's complex behaviours and include their wishes and feelings. Assessments support staff to recognise

when young people are struggling and how to intervene quickly.

Staff are creative, and advocate strongly for the young people. The registered manager recently secured a mentoring provision. This provision aims to support the young people to address anger management concerns.

The effectiveness of leaders and managers: good

The registered manager has worked at the home since 2015 and been registered since February 2018. She plans to complete the management qualification by January 2020. The deputy manager has not yet commenced the management qualification, despite being in post since January 2018.

Staff morale is good Staff value supervision and its positive impact on their work with the young people. Staff have a high level of respect for the registered manager. One staff member said, 'The manager holds the home together'. Despite this, \staff turnover is high. Since the last inspection, four staff members from a team of 12 have left or are due to leave. One young person was upset by the recent departure of her key worker and the uncertainty caused by staffing changes.

The home environment requires review. At present, an alarm system is attached to doors inside the home, creating a loud noise throughout the day. The noise is off-putting and distracting for young people.

Managers use the latest research to inform care practice. Staff told the inspector that training on the impact of adverse childhood experiences had helped them to develop greater insight into young people's presenting behaviours.

Admissions are controlled well. The registered manager carefully risk assesses each referral and reflects on the lessons learned from previous admissions. Where placements are not progressing, strong action is taken to ensure the stability of the home.

Case files show good evidence of management audit. The registered manager oversees the regular update of risk assessments and care plans. She uses this information and her strong relationships with young people to inform child-centred decision-making.

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, 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
13: The leadership and management standard 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 the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13(2)(a)(d)(e)) In particular, the registered person should address the high staff turnover and consequent lack of consistency for young people.	01/07/2019

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes should seek as far as possible to maintain a domestic rather than institutional impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- All managers working in a children's home must have the qualification in regulation 28(2) within the relevant timescales listed in regulation 28(3). ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.12)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC387684

Provision sub-type: Children's home

Registered provider: Esland South Limited

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

Responsible individual: Lyndsey Sim

Registered manager: Jennifer Chrysanthou

Inspector

Barnaby Dowell, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

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

© Crown copyright 2019