

SC433430

Registered provider: Esland North Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned by Esland Care.

The home offers accommodation on a medium- to long-term basis for up to four children and young people. It offers care for very challenging children and young people who have emotional, social and behavioural difficulties as a result of past emotional/physical abuse. Children and young people may display moderate learning difficulties, may have a history of self-harm, sexual exploitation, absconding and/or anti-social or persistent offending behaviour.

The home offers care to children and young people ranging from nine to 17 years.

Inspection dates: 1 to 2 May 2018

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

Date of last inspection: 31 May 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/05/2017	Full	Good
25/05/2016	Full	Good
11/04/2016	Full	Inadequate
11/12/2015	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are very happy and settled, and they are making progress.

Young people have extremely positive relationships with staff and report good experiences of living at the home. All three young people spoke with enthusiasm about the care that they receive. One young person said: 'Staff are really nice. It's like a family. I would rate the home 11 out of 10. It's amazing. I love it here.'

Education is held in high regard and is seen as a priority. Staff support young people to understand the importance of education. A learning mentor said: 'The staff have high expectations for young people. If a young person is excluded from school they are not just allowed to sit at home and do nothing.'

Young people are supported to become healthier, both physically and emotionally. Once a need is identified, staff are proactive in getting the right services involved. A social worker said: 'The communication with the staff so far has been amazing. They are very supportive. They are efficient and understand what young people need.'

Staff advocate on behalf of young people in order to ensure that their needs are met. Young people feel listened to and their wishes and feelings are fully considered. One young person said: 'I have lived at other homes, but I have not been as supported as I am here. If there was a problem, they would help me. Even if it's only a small problem they will do the best they can.'

Staff encourage young people to take part in individual activities, to stay active and to follow their interests. Young people are respected and valued by staff.

Young people have been involved in the home's decoration. It is a safe, friendly and welcoming place where young people are thriving. A learning mentor commented that young people 'shine'.

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

Young people are safe in the home. Comprehensive multi-agency packages of support, good partnership working and individual work carried out by staff with young people provide them with a good level of help and protection. A police community support officer said: 'They have a good knowledge of the young people they are caring for. It is the best home that I go to. Staff are totally on the ball all of the time.'

Carefully planned work undertaken by staff reduces the number of incidents of risk-taking behaviour, such as young people going missing from the home. Concerns regarding child sexual exploitation also reduce. When young people do go missing from the home, the diligence and persistence of staff ensure that young people are returned home safely. The missing person liaison officer said: 'Staff are excellent and manage

situations extremely well. All the staff are knowledgeable and fully support young people. They carry out work with young people in relation to the dangers of going missing, which is highly effective and helps young people to understand the risks they place themselves in.'

Staff support young people to manage their emotions and behaviours. Proactive behaviour management plans are used effectively and focus on young people's strengths. Appropriate strategies are used to de-escalate challenging behaviour. A young person said: 'We have consequences when we do something wrong. The consequences are fair. They are not too short that you won't learn, but they are not too long which would make you hate staff. They treat people fairly.'

Physical intervention is only used as a last resort. Management monitoring of all incidents helps to ensure that practice in this area is of a good standard.

The effectiveness of leaders and managers: outstanding

A new manager is in post and has yet to register with Ofsted. She is suitably experienced for this role and is working towards the required level 5 qualification. This will be completed by the end of 2018.

The previous manager has fully supported the induction of the new manager. The transition has been extremely smooth and successful. Both managers are aspirational and ambitious for young people. Their united vision has resulted in limited disruption to the home during this period of change.

The managers present as motivated and committed to improving the lives of young people. They demand the highest standards from staff.

Managers ensure that any new transitions into the home are meticulously considered. They take into account the needs of the new and existing young people. Their child-focused approach is outstanding.

Strong and impressive leadership has assisted to ensure that there is a well-established, very happy staff team. Staff morale is high. There is a cohesive staff group that holds management in high regard.

Staff feel valued and supported. A member of staff said: 'Management is great and very supportive. The new manager has been fantastic since she has come in. We were also very lucky with the previous manager. Whenever I need management support, they are just there any time of the day or night. They are just really great and fantastic.'

Quality assurance systems are in place and are comprehensive. This, in addition to leaders and managers being willing to listen to feedback, has helped to drive continuous improvement and ensure that the management of the home is outstanding.

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 differences 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: SC433430

Provision sub-type: Children's home

Registered provider: Esland North Limited

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

Responsible individual: Lyndsey Sim

Registered manager: Post vacant

Inspector

Davinia Lawton: social care inspector

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