

Nestlings Care Ltd

Heaton House

Inspection report

City Gate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 01619500718
Website: www.nestlingscare.com

Date of publication:
06 April 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service responsive?

Inspected but not rated

Summary of findings

Overall summary

The published date on this report is the date that the report was republished due to changes that needed to be made. There are no changes to the narrative of the report which still reflects CQCs findings at the time of inspection.

About the service

Heaton House is a residential therapeutic placement for children aged under 18 with emotional and mental health needs. The primary regulator is Ofsted because Heaton House is categorised as a children's home. However, the provider, Nestlings Care Ltd, is also registered with the Care Quality Commission because they carry out the regulated activity 'Treatment of disease disorder or injury' from this location.

Heaton House is a home providing accommodation for up to four children. At the time of our inspection there were three children living at Heaton House.

People's experience of using this service and what we found

When we inspected the service on 1 and 2 October 2020, we found that the provider's Covid-19 plans meant that children were unnecessarily restricted from undertaking activities outside of their home. The provider developed an action plan to address the shortfalls. They reported that they had met the actions and that meant that children were able to access activities.

At this inspection we found improvements had been made. Children told us how they planned their activities, how they accessed them and how this helped them.

We completed this inspection remotely by reviewing the action plan, activity documents, speaking to the acting registered manager, speaking to two young people and their social workers.

Why we inspected

We undertook this targeted inspection to check whether the requirement notice we previously served in relation to Regulation 10 HSCA RA Regulations 2014 Dignity and respect had been met. At the last comprehensive inspection we identified that the provider was not supporting the autonomy, independence and involvement in the community of children living there. There were robust plans to keep residents safe from Covid19 that ensured they mostly remained in the home. This meant that they had not been able to participate in external activities such as shopping or other activities that were enriching, which met their individual needs, or which supported them in transitioning to adulthood and adult services.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

At the inspection we undertook on 1 and 2 October 2020 we found children's needs were not always met. Children's care and treatment plans were person centred. However, children's autonomy, independence and involvement in the community were not always supported through participation in meaningful activities outside the home in accordance with their wishes. At this inspection we found the provider was no longer in breach of regulation 10 Dignity and Respect.

Inspected but not rated

Heaton House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about access to external activities. We will assess all of the key questions at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Heaton House is a residential children's home that provides care and treatment to children and young people under the age of 18 who are experiencing poor emotional and mental health. Three children were living at and receiving care and treatment at the time of our inspection.

The service had an acting manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. This included the action plan. We used all of this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with two children who live at Heaton House. They told us about their day to day experience and what was good and what could be better. We sought feedback from the local authority and professionals

who work with the service. We spoke with two members of staff including the registered manager.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met children's needs.

The purpose of this inspection was to check if the provider had addressed the restrictions of the Covid-19 policies so that children's independence was respected and promoted. We will assess all of the key questions at the next comprehensive inspection of the service.

At the inspection we undertook on 1 and 2 October 2020 we found children's needs were not always met. Children's care and treatment plans were person centred. However, children's autonomy, independence and involvement in the community were not always supported through participation in meaningful activities outside the home in accordance with their wishes. At this inspection we found the provider was no longer in breach of regulation 10 Dignity and Respect.

Supporting children to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Children were able to plan their activities with staff. This was recorded in the weekly planner. Children told us that they enjoyed the activities they had access to.
- Children had access to a range of activities. This included regular activities such as going for a drive. This sort of activity was an option for children who found that it helped to 'keep them calm'. Children's social workers reported that the children had access to a range of appropriate activities.
- Children knew that activities needed to be risk assessed. This helped them to feel safe when they started new activities.
- Recent changes to staffing including induction and on-going training mean that staff are more regularly updated regarding important skills such as risk management. This supported staff to take children out of their home to join an activity and increased opportunities for developing independence.
- Children had been educated so that they knew how to minimise risks from Covid-19. Children told us about wearing masks when appropriate, when they were joining in activities outside the home. This was supporting their autonomy and preparation for adulthood.
- Children knew what they wanted to do when they become adults. They knew about the courses and education that they need. This supported them to transition between different levels of education, for example school to college.