

1270298

Registered provider: Nurture Me Psychological Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home for up to four young people who have learning disabilities and/or who have experienced childhood instability leading to trauma and associated complex behaviours. The manager has been registered with Ofsted since May 2018.

Inspection date: 18 February 2020

Date of last inspection: 16 July 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness.

The purpose of this inspection was to consider how the manager and staff have supported the progress and experiences of young people since the full inspection.

The registered provider has addressed all the requirements raised at the full inspection.

There are currently three young people living in the home.

Young people develop positive nurturing relationships with staff and the manager. These positive relationships help young people to express their wishes and feelings and give young people a sense of comfort, acceptance and reassurance.

The manager and staff continue to promote young people's emotional and physical health needs. Young people access the in-house therapy support, which helps young people to keep themselves safe and have a better understanding of their vulnerabilities. The staff also receive support and training from the therapist. This ongoing support helps the staff to provide young people with a consistent approach, in line with the home's therapeutic model of care.

Staff support young people to participate in a range of activities, such as going to theme parks, trips to the cinema, going bowling and being supported to visit and see friends in the community. These varied opportunities help to promote young people's life experiences, social skills and self-esteem.

Staff support young people to stay in touch with their families. As a result, young people maintain meaningful relationships.

Staff understand young people's needs and vulnerabilities and implement comprehensive risk assessments. These documents help the staff to identify triggers and to provide the right help.

The home has been decorated and furnished to meet the needs of the young people. However, some of the young people's bedrooms require attention. For example, one young person's bedroom has mould showing on the walls. Some aspects of the home are institutionalised. For example, a combination lock is fitted to the kitchen cupboard, without good reason.

Staff do not always use key-work sessions effectively. For example, when a young person showed extreme racist views, the staff did not use a key-work session to help the young person to understand why these views and behaviours were unacceptable. This represents a missed opportunity to help young people to learn how to develop respectful relationships and to value difference.

Young people rarely go missing from the home. On the rare occasions when young people do go missing, the staff act quickly, and work closely with the placing local authority, police and local services to reduce risk.

The manager has not picked up that the independent visitor's reports do not always provide feedback from stakeholders and hold all the required information. This represents a missed opportunity for all stakeholders to be consulted and to have informative reports.

The manager has not ensured that all new staff have their references verified before starting to work at the home. This does not promote safe recruitment of staff and has the potential to compromise young people's welfare.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2019	Full	Good
09/10/2018	Full	Requires improvement to be good

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
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; In particular, the standard in paragraph (1) requires the registered person to— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(2)(vii)(c)(i))	27/03/2020
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviours; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; understand how children's previous experiences and present	27/03/2020

emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. (Regulation 11 (1)(a)(b)(c)(2)(a)(vi)(vii)(ix))	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(e)(h))	27/03/2020

Recommendations

- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1270298

Provision sub-type: children's home

Registered provider: Nurture Me Psychological Services Limited

Registered provider address: 58 High Street, Madeley, Telford, Shropshire TF7 5AT

Responsible individual: Sarah Taylor

Registered manager: Susan Riley

Inspector

Patrick McIntosh, Social Care Inspector

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