

1270298

Registered provider: Nurture Me Psychological Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children with learning disabilities and who have experienced childhood instability which has led to trauma and associated complex behaviours.

The manager registered with Ofsted in February 2021.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 20 and 21 July 2021

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection, and care.

Date of last inspection: 18 February 2020

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2020	Interim	Sustained effectiveness
16/07/2019	Full	Good
09/10/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Three children are currently living in the home. Since the last inspection, one child has moved out of the home.

This home provides children with a warm and nurturing environment in which they flourish. The home is decorated well and has a homely feel. Photos displayed in the home capture children's memories and special occasions. Throughout the inspection, the children enjoyed talking about the photos and their memories of happy times spent with staff.

Staff know children extremely well. For example, one child enjoys being outdoors and walking. To support this, staff have bought National Trust passes, which they use on a regular basis. Staff know that building relationships is an important aspect of supporting children. Children have a good relationship with staff and enjoy camaraderie with them. The inspector observed a lively discussion and banter over the breakfast table, which is typical of the quality time that children spend with staff.

Staff's direct work with children is informed by research. This means that the support put in place to address children's behaviours and to help them manage their emotions is effective and successful. For example, a mud kitchen has been made for one child as a strategy to help them regulate their emotions.

Staff are proactive in meeting the health needs of children. All three children have attended regular health appointments. For one child, staff have actively challenged health professionals to ensure that they receive the specialist support that they require. As a result, children receive the support that they need to meet their current and future health needs.

Staff want the best education for children and go above and beyond to ensure that they reach their potential. Children are making good progress with their education. With staff's support, all children have attended mainstream schools. One child has secured a placement at university for September 2021. Another child, who had not been in education for over two years, attends school every day and is on track to achieve his targets for his GCSEs.

Children take part in several activities outside of the home. Staff are committed to providing children with new stimulating experiences. For example, each child has a pass which allows them to visit numerous theme parks and attractions. In addition, children go on trips to the beach and historical places of interest. The registered manager is motivated to provide children with activities that are not only enjoyable but provide them with a sense of enrichment.

Staff understand the importance of family to children and they support family time. One parent told the inspector that they could not thank the home enough for the work staff have done for the child. This level of support ensures that children maintain positive relationships with those close to them.

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

Staff work hard to keep children safe. Risk assessments and psychological intervention plans are comprehensive and clear. These documents are informed by input from the in-house therapist. They provide staff with a wealth of information to understand and manage children's behaviours well.

Safeguarding incidents in the home have reduced and are low. This is because staff know children well and can pre-empt challenging behaviours and use de-escalation techniques. All incidents are reviewed by the registered manager and the therapist. Their findings are explored with staff, and new ways of supporting children are identified. This level of input contributes to staff being confident in responding to incidents and supporting children.

Staff are consistent in their approach to children who present with challenging behaviours. This has enabled staff to significantly reduce the number of physical restraints required. When restraints do take place, they are used as a last resort and are appropriate and proportionate. Following a physical restraint, staff and children are provided with a full debrief. Children's views are an integral part of the debrief and are used to inform future care planning. This is effective in supporting children to manage their own behaviours.

Staff have provided children with consistent support to manage their emotions and feelings. Self-harming behaviours in the home have reduced. When these behaviours do occur, staff's responses are swift and effective.

Children say that they feel safe. Although they do not always agree with some of the safety measures in place, they understand why they are necessary. For example, one child informed the inspector that he does not like having restrictions on his games console but knows why the measures are in place. This is because staff offer explanations and discussions with children around keeping themselves safe.

Children do not go missing from the home. However, staff understand the protocols and have had training to ensure that they know how to respond if a child does go missing from the home.

The effectiveness of leaders and managers: outstanding

The registered manager has been in post since February 2021, although he has worked at the home since 2018. He is supported by a senior management team that shares his passion and inspiration for the home and children. As a result, children are provided with a nurturing home in which they thrive.

The registered manager's monitoring systems scrutinise the performance of the home and children's outcomes effectively. Regular audits are completed which feed into the registered manager's development plan. The members of the management team strive for continued improvements and work together to achieve the best possible outcomes for the children in their care.

The registered manager knows the strengths and weaknesses of the home. He continually makes improvements to raise standards. For example, he works with other partnership agencies and providers to explore ways of improving and developing the best outcomes for the children.

The home has a stable staff team. Staff are highly motivated and talk about their roles with great enthusiasm. For example, one member of staff told the inspector that they love working at the home. Staff speak highly of the management team and feel supported. New starters are provided with a comprehensive induction which prepares them for their role. This means that children are cared for by a skilled and motivated staff team.

The registered manager ensures that all staff receive regular supervision, appraisals and invitations to team meetings. This allows staff to discuss and reflect on children, the home and their own development. This supports staff to be reflective practitioners.

The registered manager has helped children to become more effective in sharing their views and thoughts. Children are offered regular opportunities for their voice to be heard. Children know how to complain; however, due to their relationships with staff, they rarely do. The registered manager is proactive in providing feedback to children, which means that they are confident that their views are heard.

Professionals speak highly of the home. One social worker told the inspector that he is pleased with the progress his child has made. Another social worker advised the inspector that the home is brilliant and the best she has ever worked with.

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: 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: Susan Riley

Registered manager: David Stevenson

Inspector

Lydia Isaac, Social Care Inspector

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