

2511614

Registered provider: Nurture Childcare Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It is registered to care for three children who are unable to live at home due to emotional and behavioural difficulties.

The manager registered with Ofsted in February 2019.

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: 23 and 24 June 2021

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 **requires improvement to be good**

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

Date of last inspection: 2 July 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Overall, children living in this home make good progress. For example, bespoke educational timetables are implemented for children who are not in school full time. This has supported children with their education, helped them to develop confidence and, for some children, enabled them to undertake their GCSEs.

The home is decorated to a high standard with good-quality soft furnishings, which makes it a nice place for children to live. Children say that staff care about them and that they feel listened to.

Children make very good progress in developing independence skills and taking responsibility for decisions that they make. Children are also involved in decisions about their care. For example, a child requested a change of key person. As a result, the manager ensured that the child's request was granted.

Children who move in and out of the home do so in a planned way, which means that children experience positive beginnings and endings. However, the needs of one child, who has recently moved into the home, were not within the range of needs set out in the home's statement of purpose. Consequently, staff are not equipped with the skills and experience to meet the needs of this child.

A child who recently left the home telephoned the manager while the inspector was present. The child had called to invite the manager to a personal celebration, which demonstrates that positive relationships between staff and children are secure and well established.

Staff plan and arrange for children to see their families in line with their current care plans. Staff promote children's physical and emotional needs by undertaking meaningful direct work, which helps children to learn.

Most children know how to complain. However, a child with additional needs was not provided with a suitable children's guide for him to be able to understand how to complain.

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

Staff help children to recognise risk and how to stay safe. They understand the need for children to become independent and to take appropriate risks. They help children to manage their behaviours and regulate their responses.

Staff provide the children with a safe place to live. They have a good understanding of the children's needs and use well-written and clear risk assessments that support children's safety inside and outside the home

Children rarely go missing from the home. If this does happen, staff are proactive in their responses. They follow each child's missing-from-home protocol and report to all relevant agencies in a timely manner.

Staff and managers undertake training in safeguarding matters. This ensures that they have some basic knowledge of safeguarding practice.

Staff use key-work sessions effectively to help children understand how to keep themselves safe. The staff demonstrate a good understanding of the risks that children take and why. This leads to empathetic, balanced and sincere responses from staff, which results in children learning from their experiences.

The effectiveness of leaders and managers: requires improvement to be good

The manager is well established in her role. She has a passion to improve outcomes for children. The manager has a warm and nurturing approach, which has helped to develop a culture that is characterised by high hopes for children.

Staff say that they feel supported in their roles. Supervision takes place regularly and is reflective in nature. There is a low turnover of staff. Therefore, children receive consistent care.

Communication is a key strength of the manager. Regular team meetings are held, which are informative and provide opportunities for staff to reflect and develop.

Poor decision-making around one child moving into the home resulted in the child being cared for by staff without the necessary skills and experience to meet his needs.

However, all staff are appropriately qualified. This means that children receive support from suitably qualified staff.

The manager uses learning from complaints to reflect on practice and improve standards for children.

External feedback is positive. This evidences that the manager and staff work effectively with professionals.

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 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 staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(g)(i))	3 August 2021
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.	3 August 2021

In particular, the standard in paragraph (1) requires the registered person to ensure—

that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.
(Regulation 14 (1)(a)(b) (2)(a))

Recommendations

- The registered person should specifically ensure that each child's missing-from-care protocol is clear for staff to follow in the event a child is missing from the home. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.28)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. The registered person should ensure that staff receive training that is aligned to children's specific needs. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

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: 2511614

Provision sub-type: Children's home

Registered provider: Nurture Childcare Services Limited

Registered provider address: 71 Edge End Lane, Great Harwood, Blackburn BB6 7QD

Responsible individual: Danielle Moorby

Registered manager: Broneya Trayner

Inspector

Rachel Springford, Social Care Inspector

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