

2591479

Registered provider: Nurture Childcare Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in August 2020 and is run by a private provider. It offers care for up to three children who may experience social and/or emotional difficulties.

The post for a registered manager is currently vacant.

At the time of this visit, no children were living at the home.

Inspection date: 16 July 2024

This monitoring visit

The home was judged inadequate at the full inspection on 30 April and 1 May 2024. Due to the serious and widespread safeguarding failures and poor leadership and management of the home, Ofsted issued a notice suspending the registration of the home.

The suspension notice had immediate effect from 1 May 2024 to 23 July 2024.

This visit was carried out to monitor the provider's compliance with the suspension notice. The inspector found that the provider has taken sufficient action to manage and reduce the risk of harm to children. Therefore, the suspension notice has been lifted.

A new manager has been appointed, who has experience of managing children's homes effectively. The manager has submitted their application to register with Ofsted.

Leaders and managers have ensured that their roles and responsibilities are more clearly defined to ensure that decision-making is more effective. The new monitoring and review systems provide clearer management oversight.

Staff have now received training in ligature safety, allegations, safeguarding and child protection to increase their knowledge and understanding of managing risks to children. Staff are now able to identify and respond appropriately if children make complaints about other staff members.

Action has been taken to address the shortfalls in staff recruitment. A new deputy manager has been safely recruited and there are sufficient staff to provide support for up to three children.

The boiler has been repaired and a safety certificate confirms that it is safe.

The responsible individual has recently reviewed and updated the statement of purpose and has a detailed action plan in place to address the requirements and recommendations made at the full inspection. The new manager is dedicated to ensuring that the requirements raised will be addressed.

Improvements have been made in the monitoring and review systems. The responsible individual and operations manager review incidents and day-to-day management through a comprehensive weekly audit.

Revised processes have been implemented to help leaders, managers and staff to consider the known and potential risks and vulnerabilities for new children moving into the home. These strengthened processes also help leaders, managers and staff to consider the risks posed to the children already living in the home.

Leaders and managers have analysed and evaluated weaknesses in staff practice. They have reviewed previous shortfalls in how staff have managed safeguarding incidents and have taken action to improve staff practice. Reflective sessions have taken place with staff in team meetings. Staff say that they now feel more confident and that leaders' and managers' oversight of safeguarding practice is more robust.

The safety and security features of the home, including door alarms, are now integrated into a single system that provides clear alerts for staff during the night. This allows staff to respond quickly if children attempt to leave the home or if other children enter the home undetected.

The home has undergone a full renovation. However, the carpets require cleaning, a door needs replacing, and work is required to ensure that the garden is safe for children to use.

The requirements raised at the full inspection were not reviewed at this visit. These will be reviewed at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2024	Full	Inadequate
22/08/2023	Full	Requires improvement to be good
21/06/2022	Full	Requires improvement to be good
16/03/2022	Interim	Declined in effectiveness

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, The 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 with the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(vi)) This specifically relates to ensuring that children's needs and risks are assessed before they join the home, the information is assessed and evaluated and the care is amended to manage and mitigate the risks. This also relates to ensuring that the home is secure to protect children from harm. There must be suitable alerts in place so that staff can respond quickly and safely if children attempt to leave the home or if other children enter the home undetected.	2 September 2024
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;	2 September 2024

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— understand and apply the home's statement of purpose; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(v)) This specifically relates to staff ensuring that the home is a safe and homely environment. Any repair work must be carried out in a timely and safe manner. This also relates to ensuring that any safeguarding practices, such as bedroom searches, are carried out and recorded effectively. This also relates to ensuring that staff are trained and confident to follow safeguarding protocols, such as missing-from-home plans, to avoid children being at risk of further harm.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(viii)) This specifically relates to ensuring that children receive appropriate educational provision that includes informal learning opportunities. This requirement is restated.	2 September 2024

The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child’s health and well-being needs; and understand and develop skills to promote the child’s well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)) This specifically relates to ensuring that children’s physical and emotional health is assessed and reviewed regularly and that any concerns that arise are managed in a timely way with the aim of reducing the concerns.	2 September 2024
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 behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure—	2 September 2024

that staff—

meet each child's behavioural and emotional needs, as set out in the child's relevant plans;

help each child to develop socially aware behaviour;

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;

help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;

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;

help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;

strive to gain each child's respect and trust;

understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;

de-escalate confrontations with or between children, or potentially violent behaviour by children;

understand and communicate to children that bullying is unacceptable; and

have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x)(xi)(xii)(xiii)) This specifically relates to ensuring that children's emotional and behavioural needs are assessed and evaluated and that there is a plan in place to manage any areas of need that arise.	
The registered person must ensure that— any limitation placed on a child's privacy or access to any area of the home's premises— is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (c)(ii)(iii)(iv)) This specifically relates to ensuring that rooms in the home are not locked unnecessarily or for disproportionate lengths of time. This requirement is restated.	2 September 2024
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)(h)) This specifically relates to the registered manager ensuring that all staff are competent in meeting children's individual needs, for example through undertaking training in ligature	2 September 2024

safety and the PACE model of care. This also relates to the registered manager ensuring that: there is sufficient overview of the running of the home; there are processes in place to help understand the changing needs and risks in the home and that there is a swift response to these. This also relates to ensuring that staff receive regular and effective supervision and that any safeguarding needs are managed and any amendments to protocol or policy are considered. This also relates to ensuring that children's needs are shared, discussed and analysed by the whole team so that any changes can be managed consistently and safely. This also relates to the registered manager ensuring that there are enough staff so that full-time staff are not working for significant lengths of time.	
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. 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)) This specifically relates to the registered manager ensuring that transitions into and out of the home are planned where possible, safe, and the child has a positive experience. This also relates to ensuring that children's needs are identified before making a decision about whether the staff can meet these. The needs of the children and the paperwork completed by the placing authority must be available when decisions are being made.	2 September 2024

The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) This specifically relates to ensuring that any allegations children make against staff are reported to the local authority designated officer. Allegations must be recorded, investigated and evaluated effectively.	2 September 2024
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.	2 September 2024

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person,	2 September 2024

and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

This specifically relates to ensuring that any incidents of physical restraint are recorded in line with regulation 35. This includes a narrative of antecedents and the steps taken to reduce or de-escalate incidents. Children must be given the opportunity to understand and reflect on why intervention is used and how it impacts on their well-being.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2591479

Provision sub-type: Children's home

Registered provider: Nurture Childcare Services Limited

Registered provider address: Seighford Hall, Clanford Road, Seighford, Stafford
ST18 9NL

Responsible individual: David Shaw

Registered manager: Post vacant

Inspector

James Meeks, Social Care Inspector

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