

2591479

Registered provider: Nurture Childcare Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It is registered to provide care for up to three children who may experience social and/or emotional difficulties.

The home registered with Ofsted in August 2020. The manager role is currently vacant.

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

Inspection date: 20 June 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 suspension notice. Inspectors found that the provider has complied with the suspension notice.

A new, experienced manager has been appointed. The manager has experience of running effective children's homes. Leaders and managers have ensured that their roles and responsibilities are more clearly defined to ensure that decision making is more effective. However, this has not yet been implemented and the impact of this is not yet evident.

Staff have now received training in ligature safety, allegations, safeguarding and child protection to increase their knowledge and understanding of managing risks to children. However, there is limited evaluation of the impact this training has had on staff.

A new ligature procedure and policy is in place. This gives clear guidance to staff in the event of an incident of self-ligature.

Action has been taken to address shortfalls in staff recruitment. Whilst there remains a vacancy for a deputy manager, there is adequate staffing in place should the home reopen.

The boiler has been repaired rather than replaced. The repairs appear to be basic and do not offer assurances that it is safe. A safety certificate has been requested but not made available at this time.

The responsible individual has recently reviewed and updated the statement of purpose and has completed a detailed action plan to address the requirements and recommendations made at the full inspection. The incoming manager demonstrates a dedicated approach to ensuring the actions from the full inspection will be actioned.

Improvements have been made to the overall monitoring of the home. The responsible individual and operations manager review incidents and day to day management through a comprehensive weekly audit. Safeguarding incident analysis and evaluation will be reviewed by senior management to ensure that this they are effectively analysed and evaluated.

Revised matching documents helps staff consider any potential risks before children are placed in the home. There are clearer and strengthened systems in place for leaders and managers to consider known risks and needs of any other children living in the home.

Leaders and managers have not identified weaknesses in practice, such as those found by inspectors. Safeguarding incidents, identified at the full inspection, have not been evaluated. This means that vital learning has not been considered and steps to prevent incidents reoccurring are not in place.

The safety and security of the home such, as the use of a door alarm system is confusing. There are multiple sensors on the external doors some of which are not active. This makes it difficult for staff to know which alarms are activated.

The home is in the process of undergoing a full renovation. This includes new doors, windows and carpeting. However, this is still ongoing and therefore children are not currently able to be admitted to the home.

Inspectors did not consider the requirements set at the full inspection as part of this visit. These were restated at this monitoring visit.

However, the provider has not taken sufficient action to ensure that the risks to children are reduced. Therefore, the suspension notice remains in place.

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 the needs and risks of children being assessed prior to joining the home, the information is assessed and evaluated and the care is amended to manage and mitigate the risks. This also specifically relates to the home being suitable secure to ensure that when children wish to leave the home there are suitable alerts in place for staff to be able to respond quickly and safely to ensure further harm is prevented.	2 July 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 July 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— understand and apply the home's statement of purpose; ensure that staff— help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b) (2)(a)(i)(b)(v)) This specifically relates to staff ensuring the home is a safe and homely environment and repairs are completed in a timely and safe manner. This also specifically relates to any safeguarding practice such as room searches are completed and recorded effectively. This also specifically relates to staff being trained and being 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 children receive appropriate educational provision and includes informal learning opportunities. This requirement is restated.	2 July 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 children’s health, both physical and emotional are being assessed and reviewed regularly and that any concerns that arise are managed in a timely way with the aim of reducing the concerns.	2 July 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— that staff—	2 July 2024

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 children's emotional and behavioural needs being assessed, evaluated and 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 not locking rooms in the home unnecessarily or for disproportionate lengths of time. This requirement is restated.	2 July 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) (2)(h)) This specifically relates to the registered manager ensuring that all staff are trained and competent in meeting the individual needs of children such as ligature training or PACE training. This also specifically relates to the registered manager ensuring there is sufficient overview of the running of the	2 July 2024

home. That there are processes in place to help understanding the changing needs and risks within the home and there is a swift response to this. This also specifically relates to staff having regular and effective supervision and any safeguarding needs are managed and any amendments to protocol or policy are considered. This also specifically relates to the needs of the children being shared, discussed and analysed as a whole team to ensure any changes of need are managed consistently and safely. This also relates to the registered manager ensuring there is sufficient staff to avoid full time staff 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 the transition in and out of the home are planned where possible, safe and ensures the child has a positive experience. This also specifically relates to the needs of the children being identified prior to making a decision about whether the staff can meet their needs. the needs of the children and the paperwork completed by the placing authority must be available when decisions are being made.	2 July 2024
The registered person must notify HMCI and each other relevant person without delay if—	2 July 2024

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 when children make allegations against staff this is reported to the Local Authority Designated Officer. When allegations are made against staff these are recorded, investigated and evaluated effectively.	
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. 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	2 July 2024

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, and any medical treatment administered, as a result of the measure;	2 July 2024

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) and (c)(iv))

This specifically relates to the recording of 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 deescalated incidents. Children must be given the opportunity to understand and reflect on why this intervention was used and how it impacts on their wellbeing.

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

Inspectors

James Meeks, Social Care Inspector

Nichola Croft, Social Care Inspector

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