

# 2665204

Registered provider: Prime Nurture Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately run home that can care for up to 4 children with social and emotional needs.

The home is led by a registered manager.

Since the last inspection, 3 children have moved out of the home, and 3 children have moved in. At the time of the inspection, 3 children were living at the home. All children were spoken to by the inspector.

**Inspection dates: 16 and 17 March 2026**

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 21 May 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 21/05/2024      | Full            | Good                            |
| 30/05/2023      | Full            | Requires improvement to be good |
| 02/11/2022      | Full            | Good                            |
| 12/07/2022      | Full            | Inadequate                      |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Children receive individualised and bespoke care. Children benefit from meaningful and trusting relationships with staff. Staff spend time with children doing activities inside and outside the home, such as singing, cooking, watching football games and going to music concerts. Children develop a real sense of belonging and enjoy living at the home.

Children are supported to do well in education considering their starting points. The manager and staff are strong advocates and work persistently to secure suitable learning opportunities. Their efforts have enabled two children to gain college places despite not meeting usual entry requirements, and they supported a child to experience a college trip to New York.

Children's health needs are well met. Staff help children to understand their health needs and the benefits of taking their medication. One child who had been consistently reluctant is now taking their medication more regularly. Another child has begun attending health appointments for the first time, gradually overcoming a significant fear of health professionals. As a result, children's health and overall wellbeing improve.

Children's views and wishes are regularly sought and considered. Children have a say in their day-to-day care. Children's strengths and achievements are proudly celebrated and displayed throughout the home. Initiatives such as 'achievement of the week' ensure that children receive regular and meaningful praise. Children are also incentivised to make good choices and develop appropriate independence skills. This helps build children's confidence and self-esteem and provides them with a sense of achievement.

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

Staff keep children safe. Staff know the risks children can be exposed to and respond effectively. Risk management plans are regularly reviewed in collaboration with other professionals, such as social workers. They tell staff how to respond. However, for one child, more detail is required to ensure staff know how to manage risks in relation to the child's time with their family.

Staff respond well to children who go missing from the home. They actively search for children and liaise with the relevant professionals, such as the police, social workers and parents. Return interviews are undertaken and children are well supported. Staff try to understand the reasons why children go missing. This helps to ensure that children receive the right support and reduces the risk of further incidents. However, not all incidents are recorded with enough detail to provide the manager with sufficient oversight.

Staff occasionally use physical intervention as a last resort to keep staff and children safe. The least measure and force are used. Children and staff are spoken to afterwards

and the manager has effective oversight. Incidents are tracked and monitored for patterns. This has helped to highlight and address potential triggers for children, such as times of hunger. This is contributing to a reduction in incidents.

Staff have regular and meaningful discussions with children about how to keep themselves safe. This has helped children to make safer choices, reducing risks to children. For one child, this has meant they have a better understanding of what constitutes a healthy relationship, and for another child, they have stopped smoking cannabis.

### **The effectiveness of leaders and managers: good**

The registered manager is a dedicated and nurturing leader. She strives to provide the best outcomes for children. She is a strong advocate and has high aspirations for the children in her care. Staff feel well supported by her and admire her leadership. Staff have positive working relationships with each other and work well as a team. The team is diverse in culture, gender and age, helping children from varying cultures to feel at home.

Staff receive regular supervision. These supervisions sessions provide opportunities to discuss important topics, such as the care of children, safeguarding and staff wellbeing. They also provide opportunities to reflect on their practice, helping staff to develop while feeling well supported.

The manager has effective oversight and quality assurance systems in place. She has a good overview of daily practice. Internal and external audits are regularly undertaken, and any shortfalls are promptly addressed. Learning from incidents is used to develop the service. However, there is a shortfall in gaining regular feedback from external stakeholders, which limits a holistic review of the service.

The manager has developed strong working relationships with professionals and parents. She works well in collaboration with others and is a strong communicator. She has been proactive in repairing relationships within the local community. This is helping a child to settle and feel part of the local community.

Staff are well trained. Staff receive training in relation to children's specific needs, such as attention deficit hyperactivity disorder, county lines and exploitation. The in-house therapists provide additional support to staff in relation to therapeutic parenting for each individual child, helping to guide their understanding and responses.

## **What does the children's home need to do to improve?**

### **Recommendations**

- The registered person should actively seek independent scrutiny of the home and make best use of the information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. This specifically relates to the home's development plan. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping, and understand the importance of careful, objective, and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

### **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:** 2665204

**Provision sub-type:** Children's home

**Registered provider:** Prime Nurture Services Limited

**Registered provider address:** Newstead House, Pelham Road, Nottingham NG5 1AP

**Responsible individual:** Ben Simpson

**Registered manager:** Kelly Matthie

## Inspector

Emma Dacres, Social Care Inspector

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