

2675485

Registered provider: Nugent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a charity. It provides care for up to three children who may have emotional and social difficulties or learning disabilities.

The home registered as a children's home on 14 February 2022. Previously, it has been part of another registered children's home run by the charity. The children were already living at the home at the time of its registration. The manager is registered with Ofsted.

This is the home's first inspection as a separate children's home.

Inspection dates: 3 and 4 May 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy living at this pleasant and comfortable home. Their bedrooms are decorated and furnished to meet their needs, characters and personal tastes. Children have a strong sense of belonging and enjoy positive experiences. The children get on well. Staff have supported them to develop understanding and empathy towards each other.

Children receive high-quality individualised care that meets their personal needs and circumstances. This provides children with stability and enables them make progress in every aspect of their lives.

Children enjoy warm and trusting relationships with staff. They can talk to staff and know that their views are taken seriously. Staff respond appropriately to children's wishes and feelings. They balance children's wishes with what they see to be in the child's best interests and find the best way forward. For example, staff and a child worked together to agree what makes a healthy packed lunch for school.

Staff make sure that children actively take part in making decisions which affect their lives. Children are encouraged and supported to express their views in meetings about the arrangements for their care. Children are supported to understand their rights and entitlements, including applications for personal independence payments.

Children spend time with significant people in their lives. Staff work effectively with children, families and social workers to support family relationships. They help children to understand the reasons why they may not be able to spend time with their parents.

Children have excellent school attendance. They are making measurable progress and achieving their targets. Staff understand children's special educational needs. They work with schools effectively to help children to achieve the learning objectives set out in their education, health and care plans. Staff support children to make the most of all aspects of school life, including enabling a child to go on holiday with their school.

Staff encourage and support children to learn informally and develop their independence skills. Children learn to bake, cook, go shopping and manage money based on their abilities and understanding. Children take pride in their achievements. They have opportunities to take part in activities they enjoy, learn new skills and find out about the world around them. For example, children go to the youth club, play football for a team, take part in the Duke of Edinburgh Award Scheme, and go to watch their favourite dancers at the theatre.

Staff understand and monitor children's individual health and emotional well-being. They make sure that children receive safe and effective advice, support and treatment that meet their needs. Consequently, children are enjoying better outcomes and healthier lifestyles. The arrangements for managing children's medication are safe.

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

Children feel safe living at the home and are protected from harm. They see staff as trusted adults and have a strong sense of safety. Children tell staff when they are worried or feel unsafe.

Staff are suitably trained and understand their responsibilities for safeguarding children. Staff understand each child's vulnerabilities and additional needs. They are vigilant and recognise the signs that children may be at risk of harm. Staff always take appropriate action when they have concerns about children's welfare. However, on one occasion, the manager did not notify Ofsted about a possible serious risk to a child. This prevented Ofsted from carrying out its role in monitoring the effectiveness of the home's safeguarding arrangements.

Staff actively and continually assess the dangers for each child and follow up-to-date plans effectively to manage and reduce the risk of harm. The monitoring of children's mobile phones and social media helps staff to identify when children need support in understanding about sexual health and relationships. Strong management oversight of children's risk assessments ensures that the strategies for protecting children are being followed and are effective.

Staff have the skills and confidence to help children understand about risk and keep themselves safe. Staff help children to recognise unsafe situations and to make positive choices about their safety and ask for help. This has reduced the risk of children going missing from home.

Staff understand the impact of children's experiences on their development and relationships. Staff provide children with emotional warmth and clear boundaries and expectations that help them to feel safe.

Staff understand that children may communicate their feelings through their behaviour. Staff know that the children need time to make sense of information. Therefore, staff use clear and effective communication and their positive relationships with the children to deal with any problems constructively. Staff listen to children's views about the best ways to help them when they are upset. Staff use well-informed and consistent strategies to help children manage their feelings.

The effectiveness of leaders and managers: good

The manager runs two children's homes. She is experienced and suitably qualified. The manager demonstrates sufficient capacity to be in day-to-day charge of both homes. The manager and three deputy managers are a well-organised and effective

leadership team. They have high expectations for the standards of care that children receive. They aspire for children to be safe, happy and reach their full potential. The ethos and culture are shared by the capable and experienced staff team.

The management team provides the necessary structure and guidance to make sure that staff understand their responsibilities and have the right skills and knowledge to provide children with a high standard of care and protection.

The managers use monitoring systems effectively to have oversight of staff practice and the quality of care that children receive. They make sure that all staff consistently follow the home's policies and relevant plans for the benefit of the children. Managers have a clear understanding of children's plans and the progress they are making. They understand what is working well, identify shortfalls and make improvements. Changes to plans and practice are reviewed to ensure that they are working and sustaining improvements.

Staff enjoy working at the home and are positive about the support they receive from the manager and their colleagues. Staff receive relevant and suitable training that provides them with the essential skills and knowledge for meeting the child's needs, including attention deficit and hyperactivity disorder, foetal alcohol syndrome, and global development delay.

Staff receive regular supervision that is focused on the children and their needs. This includes reflecting on staff's work with the children in their care. However, supervision records do not show that staff and managers are evaluating the impact of training and learning on children's experiences and the quality of care.

Children's records provide a detailed picture of their experiences. They provide evidence of children's measurable progress. The records show children's strengths and achievements. They contribute to an understanding of children's lives. However, some records are not always signed by the author or dated to show when the work took place.

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 registered person must maintain records ("case records") for each child which— are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(b)(c))	31 May 2022
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))	4 May 2022

Recommendation

- The registered person should ensure that staff receive supervision of their practice that enables them to reflect on their training and its impact on children's experiences. Managers should evaluate staff's understanding of their learning and how effectively they are using it to support the children in their care. ('Guide to

the Children's Homes Regulations, including the quality standards' page 62, paragraph 13.2)

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: 2675485

Provision sub-type: Children's home

Registered provider: Nugent Care

Registered provider address: Nugent Care, 99 Edge Lane, Edge Hill, Liverpool L7 2PE

Responsible individual: Joanne Henney

Registered manager: Suzanne Murray

Inspector

Nick Veysey, Social Care Inspector

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