

2711439

Registered provider: Nurture Support Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for two children who experience social and emotional difficulties.

The home was registered with Ofsted March 2023, and the manager registered on 18 February 2025.

Two children were living in the home at the time of this inspection and were spoken to by the inspector.

Inspection dates: 7 and 8 May 2025

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: 9 July 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Outstanding
03/10/2023	Full	Requires improvement to be good
13/07/2023	Full	Inadequate
16/05/2023	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out and one child has moved into the home. Staff support children to experience positive moves into and on from the home. Staff work hard to ensure children experience a positive end to their time living in the home. Staff also help children to settle when they move in.

Children have individualised plans. This helps staff to provide care that meets children's specific needs. Before children move into the home, the managers and staff ensure that they have relevant information about the children. Staff help children adjust to living in the home. One social worker said, 'I am absolutely over the moon with their move.'

The staff know the children well and speak about them with love and affection. They are ambitious about helping children to progress in all areas of their lives. Staff ensure that children are provided with appropriate boundaries and routines. This provides the children with structure and consistency of care. For example, one child has a pictorial diary that supports them to plan their day.

The registered manager and staff encourage children to attend educational settings. When children do not have a setting to attend, the manager and staff advocate on their behalf to support them to attend. There is effective communication between staff and the children's education providers. This approach supports the children's educational attainment.

The children are in good health. Staff support the children to attend health appointments. All appointments are up to date. This support enables the children to achieve good health outcomes.

The children have personalised bedrooms. This helps them to experience a sense of belonging. Staff ensure that the home environment is clean, safe and welcoming. Health and safety risk assessments are reviewed regularly by staff.

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

Children's risk assessments and behaviour management plans are regularly reviewed and updated by staff. These include children's current risks, behaviours and vulnerabilities. They provide staff with clear guidance on the actions to take to keep children safe. This helps to ensure that children are safeguarded effectively.

Staff promote positive behaviour. Positive rewards outweigh the use of consequences. The children have incentive charts with achievable targets. The children participate in the planning of their goals. The home has a nurturing environment where the children's views are acknowledged and understood. Staff carry out direct work with the children so

that they can explore and express their wishes, views and feelings. One child said, 'I feel safe here and they listen to what I need.'

Consistent rules and boundaries are in place, which are tailored to the children's ages and stages of development. Staff work hard to support the children to understand the impact of their behaviours through focused work and reflection.

When children make allegations, managers listen and take their concerns seriously. Managers and staff respond swiftly and put arrangements in place so that children are safe and protected. Staff talk to children about how they feel and any concerns they have. The children are kept updated so that they understand what action has been taken.

Staff discussion groups support the learning and development of the children and staff. Research-based help and support sessions allow children to explore and understand a range of issues that affect their daily lives. This helps to improve staff caring practices.

Since the last inspection, there have been two physical interventions. Intervention is used as a last resort to keep children and staff safe. Staff are trained in physical intervention and de-escalation techniques. The registered manager evaluates these incidents to ensure interventions are appropriate and proportionate. However, records of these incidents do not include all the relevant information.

The effectiveness of leaders and managers: good

The manager and deputy manager are experienced in residential care and hold relevant childcare qualifications. They manage the home effectively and promptly address any issues. The registered manager is working towards a leadership and management qualification.

Relationships with external agencies and professionals are effective and positive. The registered manager works closely with external professionals to ensure that children receive good care and support. Significant events in relation to children are shared by staff with the relevant professionals.

The manager uses effective monitoring and reviewing systems. These help the manager to evaluate strengths and weaknesses and improve the quality of care that staff provide for children.

The manager completes annual appraisals with staff. Staff receive frequent supervision and attend team meetings. These provide staff with opportunities to reflect on their practice.

Staff attend training to develop their knowledge and skills. For example, staff receive training about attention deficit hyperactivity disorder, bereavement, autism and working with teenagers. Staff incorporate their learning into the care they provide for children.

However, not all staff have completed first-aid training. This was addressed at the inspection.

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

Recommendations

- The registered person should ensure that staff record information clearly and in detail. Specifically, physical intervention recordings should detail what precipitated the event and the intervention used. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that at least one person on duty at any given time in a children's home has a suitable first aid qualification. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.13)

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: 2711439

Provision sub-type: Children's home

Registered provider: Nurture Support Services Limited

Registered provider address: 35 Prescott Road, St. Helens WA10 3UF

Responsible individual:

Registered manager: Linzi Tabern

Inspector

Debbie Dawson, Social Care Inspector

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