

2749804

Registered provider: Prime Nurture Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It is registered to provide care for up to three children who may have social and emotional needs.

There has been no registered manager since September 2024. The appointed manager has applied to register with Ofsted.

There was one child living at the home at the time of the inspection. Since the last inspection, two children have moved out.

Inspection date: 10 March 2025

This monitoring visit

The purpose of this visit was to monitor the steps taken by the home following the compliance notices served following the full inspection on 20 and 21 January 2025.

Several statutory requirements were set, and three compliance notices were issued in relation to regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 14, the care planning standard.

Ofsted issued a restriction of accommodation notice to ensure that no further children were admitted, given the inspection findings and concerns for this home.

This visit was carried out to judge whether the actions set following the judgement of inadequate have been completed. It was also carried out to ensure that the restriction of accommodation notice is being adhered to.

Leaders and managers have worked to improve safeguarding practice. Risk assessments for children now provide clear and detailed information about the nature and level of risk. They are now individualised to each child and updated and reviewed regularly, including after incidents. Risk assessments help staff to understand how to respond and what strategies to use to keep children safe. When

there have been changes to staff or changes in the risk assessment, managers now have robust processes in place to ensure that all staff have read and understood children's assessments and plans. Assessments and plans are shared with children and relevant professionals.

Staff are clear about how they need to respond to keep children safe when children are missing from home. When children have left the home at night or have not returned when they are expected to, staff have been consistent in the steps they take to return children safely to the home.

Staff have not been effective in ensuring that children do not go into each other's bedrooms when it is not deemed safe. Further serious incidents, including staff assaults by children, have taken place, leading to a child leaving the home with immediate effect.

Leaders and managers have ensured that staffing levels in the home are sufficient for current needs. This was put in place at the full inspection and continued while assessed as being needed? Two children have since moved out of the home. Leaders and managers ensure that those caring for children are familiar adults to them and no agency workers have worked in the home since the full inspection. When staff from other homes have been used, they have been consistent staff. Contingency plans are in place to increase staffing when necessary, and managers have given thought to the rota to ensure that the right balance of staff, as well as number of staff, are available. Managers have engaged with local authorities to agree the required levels of staffing for children.

Specialist training to help staff to respond to children's needs has now taken place across the staff team. This is training which in some cases was identified, but not implemented for staff before children with relevant needs moved into the home. Staff have found face-to-face training and team meetings useful in supporting children, and have enabled reflection and development of the team.

Leaders and managers have introduced new systems when planning for children to move into the home. This includes what information is needed to enable informed decisions to be made about the care planning of all children.

Steps have been taken by leaders and managers to increase the experience of the staff team and build on their confidence and skills. Staff have shared that they continue to feel well supported by managers, including senior managers. This includes staff who have been involved in some serious incidents.

Sufficient progress has been made to consider the compliance notices met. The statutory requirements, including those previously subject to compliance notices, remain in place and will be considered at the next inspection. This is to enable practice and changes to become embedded. The restriction of accommodation notice has been lifted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2025	Full	Inadequate
30/01/2024	Full	Good

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; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(b)) This relates in particular to the manager and staff being equipped to manage and challenge children's behaviour to ensure the safety of children and staff. This also relates to staffing being arranged to meet the needs of the children according to current assessed risks. This also relates to risk assessments being individualised and specific to the current needs and risks of the children and including strategies to be used to help mitigate the risks, for example how staff should respond if children leave the home late at night or how to prevent them being in each other's bedrooms at night.	7 April 2025
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; promotes their welfare.	7 April 2025

In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home’s workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(h)) This relates in particular to leaders and managers ensuring that staff receive training in a timely manner which equips them to understand and respond to children’s needs effectively. This also relates to leaders and managers continually assessing staffing in order to ensure that the needs of the children can be met. This also relates to children being cared for by staff who are familiar to them.	
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.	7 April 2025

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; that arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b) (2)(a)(b)(ii)) This relates in particular to the registered person being assured that impact risk assessments are robust, and that the needs of all children in the home can be met. This also relates to the need to reassess risk assessments for all children following emerging or changing risks, such as when children leave the home together or violent incidents have happened in the home.	
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— 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;	7 April 2025

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; 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)(viii)(ix)(x)(xi)(xii)(xiii)) This relates in particular to children being cared for by familiar staff with whom they are able to build relationships, in order that behaviours can be challenged effectively and situations de-escalated. This also relates to supporting staff to respond consistently when children are asked to leave each other's bedrooms at night or if children leave the home at night.	
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—	7 April 2025

that staff—

help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;

support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;

understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;

help each child to understand the importance and value of education, learning, training and employment;

promote opportunities for each child to learn informally;

maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement;

raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority;

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;

help each child to attend education or training in accordance with the expectations in the child's relevant plans.

(Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x)(b))

This relates in particular to ensuring that children are supported to access education and learning by being in good routines and up and ready to learn, and also supported with extra-curricular learning.

It also relates to any concerns that the registered person may have about a lack of a suitable education plan or

placement being escalated to the child's education provider and the child's local authority. This requirement was made at the last inspection and is restated.	
If the Regulatory Reform (Fire Safety) Order 2005(30) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. In this regulation, "the fire and rescue authority" means the fire and rescue authority under the Fire and Rescue Services Act 2004(31) for the area in which the home is located. (Regulation 25 (2)(b) (3)) In particular, this relates to the registered person ensuring that known risks around fire-starting are properly assessed before children come to live in the home. This includes contacting the fire service to reassess fire risks, seek advice and meet with the child when they move in.	7 April 2025
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) This relates to the responsible individual being the person responsible for ensuring safety and quality of care in the home in the absence of the registered manager	7 April 2025
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; 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—	7 April 2025

ensure that any care that is arranged or provided for a child that—

relates to the child's development (within the meaning of section 17(11) of the Children Act 1989) or health; and is not arranged or provided as part of the health service continued under section 1(1) of the National Health Service Act 2006 M1,

satisfies the conditions in paragraph (3).

The conditions are—

that the care meets the child's needs;

that the care is delivered by a person who—

has the experience, knowledge and skills to deliver that care. (Regulation 6 (1)(a)(b) (2)(d)(i)(ii) (3)(b)(c)(i))

This relates in particular to the responsible person ensuring that they seek and consider accurate information before a child moves into the home, and that risk assessments and care plans are updated regularly.

This also relates to ensuring that all children have up-to-date care plans.

Recommendation

- The registered person should ensure that when serious incidents have happened, such as staff being injured when they have been assaulted by children, notifications are submitted to Ofsted. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 2749804

Provision sub-type: Children's home

Registered provider: Prime Nurture Services

Registered provider address: Newstead House, 17 Pelham Road, Nottingham
NG5 1AP

Responsible individual: Ben Simpson

Registered manager: Post vacant

Inspector

Caroline Hose, Social Care Inspector

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