

2749804

Registered provider: Prime Nurture Services Limited

Full inspection

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.

The manager registered with Ofsted in April 2025.

At the time of the inspection, one child was living in the home and was spoken to. Since the last inspection, one child has moved out.

Inspection dates: 23 and 24 April 2025

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

inadequate

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 20 January 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

A full inspection was carried out on 20 and 21 January 2025, which led to a judgement of inadequate. Compliance notices were issued under 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.

A monitoring visit took place on 10 March 2025. That visit identified that sufficient progress had been made and the compliance notices had been met. The restriction notice was also removed.

Recent inspection history

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

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child has begun to develop relationships with a few staff and managers, but needs more support to build relationships with some other staff. Staff have not been able to use their relationship with the child to reduce risks. For instance, staff have been unable to prevent the child from exhibiting some behaviours that put them at risk.

Staff have not supported the child to take part in any local activities or groups. Sufficient activities are not implemented by staff to support a healthy routine for the child. This impacts on the child's progress and ability to enjoy life. The child often sleeps in the day and stays up during the night. This poor routine is not conducive to supporting the child's emotional or physical health.

The child does not have a plan for education or an education placement. Staff have not encouraged a good day and nighttime routine to support extra-curricular or informal learning. This will limit the child's ability to make progress academically and socially.

Staff have not put in place strategies to help the child to settle at nighttime, which is when dangerous incidents for the child have occurred. The child has said they are bored and can struggle at bedtime. While managers have recognised that a bedtime settling routine is needed, it has not been implemented.

Staff and the manager visited the child before they moved into the home. The visit was focused on the child's likes and dislikes, and photographs of the staff and the home were shared to help prepare the child for the move. The home is warm and comfortable, and the child can choose items to make it feel homely. Any areas of damage are addressed.

How well children and young people are helped and protected: requires improvement to be good

Staff and managers communicate with external agencies when there have been incidents. However, learning from incidents has not been embedded consistently. Actions taken have not been sufficiently robust, which has led to the repetition of serious incidents. The police and other emergency services have been called to assist with dangerous situations for the child, where the child has been at risk of falling from a significant height. As part of the inspection, the manager was able to secure window locks and move the child's bedroom to a lower floor to reduce overall risk.

Strategies staff have used to support the child have not been effective. For example, staff were not effective in intervening to prevent the child accessing medication despite it being locked away, or in preventing the incident from escalating further.

Support plans and risk assessments are individualised for the child and updated regularly and shared with other professionals. However, some of the strategies staff are to try are unclear or not consistently implemented, leading to increased risk for the child. For example, staff gave the child money, which was not in accordance with the child's care plan. This action increased risks for the child and left them vulnerable to exploitation in the community.

Staff have not been clear about what boundaries or routines to follow for the child or have not consistently applied them. For example, staff are not consistent in taking the child for a drive at nighttime to support them to feel calm. Some staff do this, whereas other staff do not. This results in the child feeling confused and it negatively affects their behaviour.

Case recordings for the child do not consistently reflect timely or effective management oversight. On some occasions, the oversight and learning from managers' reviews has been delayed when the manager has been away from the home.

From the child's starting point, there is some progress and the child likes being cared for by staff at the home. Staff are making efforts to support the child to manage their emotions. The child has experienced some stability since moving in. This is progress for this child.

The effectiveness of leaders and managers: inadequate

With only one child living in the home, the effectiveness of more robust assessments relating to the impact of children living together has not been tested since the previous inspection. For such reasons, the requirement under regulation 14 remains.

The manager and senior leaders have failed to ensure consistent approaches across the team to manage some of the child's needs effectively. While some management cover was arranged when the manager and responsible individual were away from the home, this was not sufficiently robust. Managers did not ensure that any learning and changes were embedded proactively or in a timely manner across the staff team. This was necessary to manage any emerging risks for the child or to make the physical environment safer.

Leaders and managers have failed to fully identify and act on shortfalls in the home prior to the inspection. However, immediate action was taken during the inspection to address issues. This included making changes to ensure the environment was safer for the child. This action helped to reduce overall risk.

Staff have regular supervision and feel supported by the manager. Care has been taken to consider staffing and the rota to ensure consistency of care for the child. Supervision, team meetings and appraisals take place and there is an induction process for new staff. The manager understands and follows safer recruitment practices for staff.

Overall, there are improvements that need to be made in the three main areas of judgement for the home, and the effectiveness of leadership and management affects each of these areas.

A number of requirements and the recommendation from the last inspection have been met. The requirements in relation to regulation 12, regulation 13, regulation 14, regulation 8 and regulation 26 have been repeated below.

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 within 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; 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; 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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(iii)(vi)(b)(d)) This relates in particular to the manager and staff being equipped to manage and challenge children's behaviour to ensure the safety of children. This also relates to sufficient actions being taken to make the environment safe to meet the needs of children according to current assessed risks, and to respond to new and emerging risks.	12 June 2025

This requirement was made at the last inspection and is reinstated.	
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— 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; 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)(f)(h)) This relates in particular to leaders and managers ensuring that staff work together as a team, promoting a consistent response and continuity of care for the child. This also relates to leaders and managers ensuring that robust arrangements are in place for overall oversight of the home if the manager is away from the home. This requirement was made at the last inspection and is reinstated.	12 June 2025
The care planning standard is that children— receive effectively planned care in or through the children's home.	12 June 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) (2)(a)(b)(ii)) This relates in particular to the registered person being assured that the needs of children in the home can be met and that staff follow risk assessments and care plans in place. This also relates to the need to reassess risk assessments for children following emerging or changing risks, such as when serious incidents have happened in the home, and make effective changes. It also relates to children being supported to have routines to help them in areas they are struggling in, and to structure their days and night times. This requirement was made at the last inspection and is reinstated.	
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 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;	12 June 2025

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 two inspections and is restated.

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 how, in the absence of the registered manager, the responsible individual is the person responsible for ensuring safety and quality of care in the home. This requirement was made at the last inspection and is reinstated.	12 June 2025
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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: 2749804

Provision sub-type: Children's home

Registered provider: Prime Nurture Services Ltd

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

Responsible individual: Ben Simpson

Registered manager: Paula Davies Uriarte

Inspector

Caroline Hose, Social Care Inspector

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