

# 2778297

Registered provider: Nurture Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care for up to three children who may experience social and emotional difficulties. At the time of the inspection, two children were living at the home. Both were present and spoke with the inspector.

The registered manager position is currently vacant. The responsible individual is acting as the interim manager while recruitment for the role is ongoing.

### Inspection dates: 3 and 4 June 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <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:** 10 September 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 10/09/2024      | Full            | Good                 |

## Inspection judgements

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

Since the last inspection, three children have moved out of the home. Two children moved on in a planned way, in line with their care plans. For one child, notice was issued following a planned stability meeting with representatives from the child's wider network. It was mutually agreed that their care needs could no longer be met. When children move on, careful consideration is given to ensure that endings are managed sensitively, providing children with positive memories and experiences of their time at the home.

Children are welcomed into the home consistently following a thorough assessment of their needs. Senior managers carefully consider the needs of all children when assessing the suitability of children living together. During this admission process, managers have demonstrated professional curiosity by gathering information not only from local authority documents but also from key people in the children's lives. This approach has enabled staff to begin building relationships with families and professionals from the child's wider network, and to develop a broad understanding of the child's journey and presenting care needs.

Children are supported to maintain relationships with people who are important to them. In addition to family connections, staff also recognise the value of maintaining, where possible, professional relationships for children who move into the home. One child who recently moved in has continued to attend the same school, in line with their wishes to avoid further disruption. Staff are committed to supporting this by providing daily transport, which has enabled the child to maintain continuity in their educational journey and to make continued progress.

Every child has their own 'nurture plan', which provides a detailed overview of their past experiences and current care needs. These plans outline both short- and long-term goals that are tailored for each child's individual needs. Children are encouraged to participate in setting these goals, offering regular opportunities for both children and staff to reflect on their progress. One professional commented, 'The expression in child's behaviour and emotional regulation, indicates that they feel more settled in this home than they have in any of the home they have been in.'

Children are supported and encouraged to engage in their hobbies and to try new activities. Recently, one child took part in their first riding competition. Staff consistently celebrate children's achievements and promote participation in new experiences, which helps to build their confidence and self-esteem.

Children are encouraged to personalise their bedrooms and to share their views with staff about ways to improve the home environment. However, there are areas of the home that require updating to ensure it remains consistently nurturing throughout.

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

Children's risk assessments provide staff with clear guidance on the steps required to reduce risk. These assessments are regularly reviewed and updated to reflect any emerging risks to a child's safety.

Staff understand the actions to take if a child goes missing from the home and follow the guidance outlined in each child's risk assessment consistently to ensure appropriate support is in place. These incidents are managed effectively, with staff providing reassurance and conducting welfare checks during and after episodes of going missing from the home. Information is appropriately shared with external agencies, parents and carers. However, there are inconsistencies in how staff record incidents of children going missing and absence without authorisation. This can result in inconsistent reporting and may affect the accurate identification of children's emerging vulnerabilities to risk.

There has been one recorded incident of physical restraint within this reporting period, which was used proportionately and with clear management oversight. Both the child and staff involved were appropriately debriefed. Several other recorded incidents initially identified as physical restraint were, on review by the manager, found to involve the use of a 'guide' rather than any specific restrictions on children's movements. Management oversight has supported staff to accurately record these incidents to ensure that children's care needs are clearly and appropriately reflected in their records. When such incidents occur, children and staff promptly take part in reflective discussions to support learning and to uphold children's rights. There is a strong culture of learning from incidents, and staff are encouraged to reflect on their practice and to consider alternative approaches to reduce the need for physical restraint.

When children make complaints, these are fully investigated by the management team to ensure that children feel listened to and that their views are validated. Children are kept informed of the outcomes of investigations, helping them understand the steps taken to thoroughly investigate any concerns they raise.

Staff have regular conversations with children about risk. However, there are missed opportunities for staff to explore alternative approaches to assess children's understanding of risk and to support their learning about how to keep themselves safe.

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

There has been instability within the registered manager position during this inspection period, with multiple changes to the role. However, the responsible individual has provided thorough oversight, and where competency issues have been raised, appropriate action has been taken. The responsible individual has balanced the dual role of responsible individual and interim manager effectively, providing the children and staff team with much-needed stability, security and strong leadership. There is clear evidence of the senior leadership team's commitment to recruiting the right candidate for this role.

Leaders have a clear understanding of children's progress and maintain strong oversight of the service. They are aware of the home's strengths and areas of development and are committed to continuous improvement. Effective systems are in place for monitoring and review, which leaders use to identify areas for enhancement and to implement positive changes.

Staff feel well supported and receive regular, high-quality supervision, which provides opportunities to reflect on their practice and identify areas for development. During annual appraisals, both children and staff members are invited to provide feedback, offering valuable insight and effective scrutiny of the staff member's performance.

The management team carefully considers the impact of new children moving into the home. The manager conducts thorough assessments and works in partnership with the company's clinical service to review the suitability of children being placed together. This process also identifies any training or support needs for the staff team to ensure that each child's needs can be met effectively.

Leaders and staff develop and maintain strong relationships with professionals to ensure children receive the best possible care from all services. When asked to highlight good practice, one professional said, 'Taking time to get to know and invest in my young person making her feel secure and wanted.' Professionals consistently comment on the effectiveness of communication with the staff team members and their commitment to keeping all involved parties informed about children's care needs.

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

### **Recommendations**

- The registered person should ensure that children's homes are nurturing and supportive environments that meet the needs of the children. In most cases, this means providing a homely, domestic setting. This recommendation specifically relates to several outstanding maintenance issues in the home that require attention. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff support children in becoming aware of and managing their own safety, both inside and outside the home, to the extent that any parent would. Staff should help children understand how to protect themselves, feel protected and be safeguarded from significant harm. This recommendation specifically relates to the need for more detailed planning around how staff assess children's understanding of risk, and clearer evidence of how staff are supporting children to develop strategies to keep themselves safe. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.9)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of accurate, objective and clear documentation. This specifically relates to inconsistencies in how staff record incidents of children going missing or unauthorised absences, which may impact the quality and reliability of information used to safeguard children. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

### **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:** 2778297

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

**Registered provider:** Nurture Care Group Ltd

**Registered provider address:** Suite 34 Hilton Hall, Hilton Lane, Essington, Wolverhampton WV11 2BQ

**Responsible individual:** Sophie Nicholls

**Registered manager:** Post vacant

## Inspector

Charlotte Tippet, Social Care Inspector

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