

2791109

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 run and provides care for up to three children who experience social and emotional difficulties.

At the time of this inspection, two children were living at the home.

The manager left the home in March 2025.

Inspection dates: 29 and 30 April 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

This inspection was brought forward to address specific concerns received by Ofsted.

Both children living at the home contributed to the inspection.

Children appear comfortable in the presence of staff. Children were seen laughing and joking with staff. Staff have a good awareness of children's support needs. Children's social workers praise how well staff care for the children. Both children have made progress from their starting points.

The deputy manager recently introduced weekly meetings with children to better understand their views, wishes and feelings. Children are encouraged to express their views and make changes to their day-to-day care arrangements. This has led to some positive changes in routines for children.

Before living at the home, one child experienced a significant gap in their formal education. Since moving to the home, the child's school attendance has increased considerably. Leaders and managers are proactive in challenging social care and education professionals to prevent any delays to children's educational experience.

Staff recognise the importance of supporting children in maintaining and building family relationships. One child's social worker said, 'Staff always ensure [name of child] has the ability for additional family time on anniversaries and birthdays. This is hugely important for [name of child].' This creates special memories of meaningful time spent together.

Children said staff help them access activities that are important to them. This helps children to develop their interests and hobbies. Leaders and managers arranged for one child to visit a local club to spend time with children their age. This helps children increase their social networks and relationship skills.

The staff arranged for the children to attend an awards event, where they received recognition for their achievements through winning awards. However, staff do not routinely keep memorabilia for children. This does not help children to reflect on important events and accomplishments over time.

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

The children have complex needs and vulnerabilities. Staff understand risk and how to help children remain safe. The number of serious incidents involving children has decreased. One child was subject to a deprivation of liberty order when they arrived at the home. This has since been deemed to no longer be necessary. This decision indicates the progress the child has made.

Both children said they can talk to staff and managers about their worries. Concerns about safeguarding have been addressed, with prompt steps taken to ensure children's safety. Both children said they feel safe.

Staff hold regular meetings with children to explore sensitive issues. Conversations with the children are supportive and encourage openness and acceptance.

Children's professionals gave positive feedback about how staff identify and help manage risk. One professional linked the staff's consistent approach to the longevity of the placement and a reduction in overall risk. The child had moved 19 times before moving to this home. This approach has helped reduce restrictions and keep children safe.

There have been few missing-from-home incidents. Staff manage incidents well. They search for children and are curious about where they have been to help them understand why they went missing. Staff liaise with external professionals to ensure ongoing support for children. This helps children feel safe.

Since the last inspection, staff have not used physical interventions with children. Staff have helped children understand their emotions and adopt positive behaviours using alternative creative methods.

Staff use incentives and consequences to encourage positive behaviour. Consequences are restorative and routinely include a reflective conversation with managers and staff. Rewards are personalised and help children work towards goals important to them.

During the inspection, two fire doors were propped open with door wedges. This increases the risk to children and staff in the event of a fire.

The effectiveness of leaders and managers: requires improvement to be good

The deputy manager was present throughout the inspection. He has an excellent relationship with the children. The recently appointed responsible individual and a support manager were also present for part of the inspection. They have provided the deputy manager with support in the absence of a registered manager. A new manager has been recruited. The characteristics of good leadership and management are not yet in place at this home. Although the issues have not had a significant effect on the quality of care provided, unchecked, they have the potential to significantly undermine this.

The responsible individual uses internal and external monitoring systems. Audits and monitoring tools have identified areas to develop, specifically staff practice and the environment. However, despite some shortfalls being identified over a period of months, action was only taken during the inspection to address them.

Monitoring systems highlighted areas of damage to the home that need repair. The carpet in one child's bedroom is heavily stained. Walls are damaged, and some areas require painting. Actions have not been taken to address these issues. This detracts from the homely environment.

Leaders and managers do not provide regular supervision for all staff. Despite being aware of some staffing difficulties, leaders and managers did not address them directly with staff involved before the inspection. Although these concerns have not had a negative impact on children's experiences, failing to address them in a timely manner has the potential to do so.

The quality of care review does not include feedback from children's parents, staff, or other professionals. The report does not include an evaluation of the quality of care provided to children. This limits leaders' and managers' ability to identify the strengths and weaknesses in the home.

The home uses agency staff to fill staffing gaps. Leaders and managers are in the process of recruiting staff to lessen their reliance on agency staff. One agency staff member's file does not include up-to-date information to provide assurance of their suitability.

Children know how to make complaints. One complaint has been made since the last inspection. The response to the complaint demonstrates managers taking appropriate action. The child was provided with a clear outcome that they were satisfied with. This helps children to feel heard.

Staff are trained to meet the needs of the children they care for. Additional training has been provided, which increases their knowledge about relevant topics. This includes training in supporting children who self-harm.

Staff said they feel well supported by the deputy manager. Staff appreciate the skills and knowledge of the leaders and managers.

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
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire. (Regulation 25 (1)(a))	30 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; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	2 June 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— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably.	2 June 2025

(Regulation 6 (1)(a)(b) (2)(b)(vii))	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home; if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))	2 June 2025
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(a)(b)(c) (5))	28 July 2025

Recommendations

- The registered person should ensure that all staff receive regular supervision of their practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

- The registered person should ensure that staff keep and encourage children to keep appropriate memorabilia of the time spent living at the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)

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: 2791109

Provision sub-type: Children's home

Registered provider: Prime Nurture Services Limited

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

Responsible individual: Ben Simpson

Registered manager: Post vacant

Inspector

Lexi Mitchell, Social Care Inspector

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