

2807759

Registered provider: Nest Residential Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates the home. It provides care for up to four children who may experience emotional or social difficulties.

The home and manager registered with Ofsted on 6 January 2025.

At the time of the inspection, three children were living in the home and were spoken to by the inspector.

Inspection dates: 2 and 3 July 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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

The home has a nurturing environment where children's views are acknowledged and understood. The staff are child-focused and prioritise children's needs. The children say they are happy and settled living in the home. One child said, 'They listen to me. I can talk about things, and they will help me.'

The manager and staff have high aspirations for the children and provide a caring and nurturing environment. The children have positive relationships with the staff, who understand their needs well. There is a positive and warm atmosphere in the home, where staff engage and have fun with the children. The children have all made good progress since living in the home.

The manager has advocated for each child to access the appropriate education to meet their individual needs. For example, one child who has not been in education for five years recently sat their GCSEs in the home where they felt most comfortable. The deputy head for one child said, 'The manager has been a good advocate for [Name of child] in school.' However, broader equality and diversity themes are not promoted in the home.

The manager and staff encourage children to share their views, wishes and feelings about their care and the home. However, when documents are completed following work with the children, some documents have the children's words written as an overview by the member of staff. This means that children's views are not always recorded correctly.

Children are helped to develop their independence skills. For example, they are helped to understand how to use the washing machine and how to cook. When children are ready, they are supported to develop further independence skills, such as using public transport alone. This gives children the necessary skills to meet their goal of living independently.

Staff support the children to spend time with and remain in contact with their family. This encourages the children to stay connected with people who are important to them and supports their identity and sense of belonging.

The home is a large house that is warm and welcoming. The living room is spacious and well furnished. There are photos of the children throughout the home. The children have personalised their bedrooms.

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

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

There has been one missing-from-home incident since the last inspection. Staff understand and follow the home's missing-from-home policy. Staff are proactive in seeking the safe return of the child. When the child returns home, they are welcomed warmly by staff.

Staff work hard to support the children to understand the impact of their behaviours through focused work and reflection. Consistent rules and boundaries are in place that are tailored to the children's age and stage of development.

Staff promote positive behaviours in the home. Positive rewards outweigh the use of consequences. The children have an incentive chart with achievable targets. The children participate in the planning of their goals. For example, one child set a target to reduce their use of swear words.

Some members of staff working in the home are related to each other. Risk assessments do not sufficiently address how this will be managed. Measures are not regularly reviewed to mitigate against any risks from close family members working together.

Physical intervention is used as a last resort to keep children safe. Staff are trained in physical intervention and de-escalation techniques. However, it is not clear from records whether staff have consistently used de-escalation techniques prior to a physical intervention taking place. Staff debriefs and debriefs with children are not consistently recorded after restraints. Managers had not identified these shortfalls in their own monitoring.

The effectiveness of leaders and managers: good

The manager speaks passionately about her role and the care provided to the children. The manager has a child-focused approach and uses child-friendly language.

The home has a nurturing environment in which the children's views are acknowledged and understood. The children participate in direct-work sessions with the staff to explore and express their wishes, views and feelings. One child said, 'They listen to me. I can talk about things, and they will help me.'

Managers and staff complete a range of training that focuses on meeting children's individual needs. Staff apply their learning effectively in their day-to-day work with the children. Staff training includes internet safety, child sexual exploitation and autism.

There are effective monitoring and review systems in place that help the manager to evaluate the strengths and weaknesses of the service. This enables the leaders and manager to take swift action to address any shortfalls and develop staff practice.

Staff have regular supervision and appraisals that consider the needs and progress of the children. In addition, staff have additional development sessions with the manager. This

ensures that staff have current knowledge of care practices and opportunities for continuous learning and development. However, supervision records do not demonstrate opportunities for staff to reflect on their practice.

Relationships with external agencies and professionals are effective and positive. The registered manager collaborates closely with professionals to ensure that the children receive the right support. Significant events are shared appropriately with relevant authorities.

The manager and staff have a good understanding of the specific needs of the children in the home and promote acceptance of these needs.

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 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)(b)) In particular, the risk assessment needs to be reviewed regarding staff who are related working in the home. The risk assessment needs to be clear so that all staff members understand the implications of this and how to respond to it.	28 August 2025
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and	28 August 2025

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure. (Regulation 35 (1)(a)(b) (3)(a)(v)(vii)(b)(i)) In particular, ensure that staff consistently follow the home's policy on de-escalating behaviour and the recording of debrief with staff and children. The manager evaluates the effectiveness of each intervention	
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— promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(v)) In particular, the registered manager should provide regular access to equality and diversity learning in the home.	28 August 2025

Recommendations

- The registered person should ensure that staff supervision enables staff to reflect and act on how they are feeling. Specifically, in respect of how they may be affected by the behaviour of the children they care for. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)
- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. Specifically, children's words should be recorded as spoken to ensure that their voice is heard. ('Guide to the Children's Homes Regulations, including the quality standards', page 58 , paragraph 11.19)

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: 2807759

Provision sub-type: Children's home

Registered provider: Nest Residential Care Limited

Registered provider address: 15 Marina Crescent, Bootle L30 1RL

Responsible individual: Kayleigh Davison

Registered manager: Tracey Fenwick

Inspector

Debbie Dawson, Social Care Inspector

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