

SC022447

Nugent Care

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a charitable organisation. It is registered to provide care and accommodation for up to three young people who have behavioural and/or developmental problems, neglect, attachment issues and/or disruptive behaviour.

The registered manager has been in post since 8 October 2014.

No children were spoken to at this monitoring visit.

Inspection date: 2 July 2019

This monitoring visit

This home was judged inadequate at the full inspection on 21 and 22 May 2019. The inspection found that the arrangements for safeguarding children were inadequate. The registered manager and staff were not fully aware of their roles and responsibilities in relation to protecting young people, and effective action was not always taken when there is serious concern about a young person's welfare. Furthermore, the registered manager had failed to demonstrate that she was leading and managing the home in a manner that is consistent with the aims outlined in the statement of purpose and which ensures that the care being delivered meets the needs and promotes the welfare of those accommodated at the home.

On 2 July 2019, Elaine Allison, social care regulatory inspector completed an unannounced monitoring visit. The purpose of this monitoring visit was to assess the progress made by the home regarding compliance notices issued under section 22A of the Care Standards Act 2000. This related to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. At this visit, the inspector found that the provider had taken steps to improve staff responses to all safeguarding concerns and that the management arrangements had significantly improved.

The provider has taken significant steps to improve staff responses to all safeguarding concerns. A team meeting took place, during which staff's roles and

responsibilities with regards to safeguarding practices were re-enforced. The manager used this meeting as an opportunity to highlight areas that required to improve in relation to safeguarding and risk assessments. Furthermore, the manager has tested staff's knowledge of safeguarding in individual supervision sessions.

Young people's risk assessment documents have been reviewed and improved to ensure that young people's needs are clearly identified and strategies put in place to manage these in line with the local authority care plan. Policies and procedures in relation to bullying have improved. This further supports the health and safety of young people as staff are better equipped to recognise and respond to concerns. Because of these changes, young people's welfare is promoted more effectively, and staff are better equipped to recognise and respond to concerns.

Continuity of care has improved significantly. There has been a dramatic reduction in the use of agency staff, and none have been used since the last inspection.

The manager has introduced a management checklist, which enables her to routinely monitor, evaluate and analyse the work undertaken by the staff. Daily, weekly and monthly monitoring takes place and has enabled the manager to identify weaknesses and to take remedial action. As a result, the quality of the records and practice has improved since the previous inspection.

No further enforcement action is planned. However, a further inspection will take place to review how these improvements are being embedded to improve the quality of care provided.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2019	Full	Inadequate
12/02/2019	Interim	Sustained effectiveness
10/04/2018	Full	Good
05/12/2017	Full	Requires improvement to be 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, 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; and that staff are familiar with, and act in accordance with, the home's child protection policies. Ensure 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)(vii)(d))	29/07/2019
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; ensure that staff have the experience, qualifications and skills to meet the needs of 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;	29/07/2019

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(2)(a)(b)(c)(e)(f)(h))	
The care planning standard is that children— receive effectively planned care in or through the children’s home; In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority, and that each child’s relevant plans are followed; (Regulation 14(1)(a)(2)(b)(ii)(iii)(c)) In particular, ensure that impact risk assessments are thorough and undertaken prior to a young person coming to live in the home. Ensure that all care planning documents and agreed local authority plans are adhered to by managers and staff.	29/07/2019
The registered person must maintain records (‘case records’) for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	29/07/2019
Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home. The registered person must maintain in the home the records in Schedule 4 and ensure that the records are kept up to date. (Regulation 37(1)(2)(a)(b))	29/07/2019

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: SC022447

Provision sub-type: Children's home

Registered provider: Nugent Care

Registered provider address: 99 Edge Lane, Edge Hill, Liverpool L7 2PE

Responsible individual: Gary Thistlewood

Registered manager: Susan Hatton

Inspector

Elaine Allison, social care inspector

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