

SC022447

Registered provider: Nugent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to three children who may experience social and emotional difficulties.

The home is privately owned and managed.

The statement of purpose states that the home is set up to meet the needs of children who have previously been in secure care and require intensive support to transition to a children's home.

The interim manager has applied to register with Ofsted.

One child was living in the home at the time of the inspection.

Inspection dates: 26 and 27 September 2023

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: 3 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/08/2022	Full	Good
17/11/2021	Full	Good
13/08/2019	Full	Good
21/05/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The child said that they enjoy living in their home. They volunteer in the local community to support vulnerable adults. This helps the child to develop their social skills.

Staff build constructive and warm relationships with the child. This helps staff to respond better to the child's needs and prevents incidents from escalating. This also helps the child to develop confidence and resilience. A family member said, 'The home is just like one big family, they care for her so much.'

The child has access to a wide range of activities in and around the home. This promotes adventure and new skills. However, the manager and staff are not aware of the local offer, which sets out the support available for children with special educational needs or disabilities. This is a missed opportunity to access additional resources for the child.

Staff work closely with health teams and use a therapeutic approach to understand the underlying causes of the child's behaviour. This enables staff to sensitively support children who experience traumatic events. As a result, the child is making good progress with their emotional health and well-being.

The child lives in a bright, spacious home with modern furnishings throughout. However, some parts of the home have an institutional look which detracts from it being welcoming and homely. This includes locks on doors and large information boards on walls.

Staff create memory books with the child while they are living in the home. These include photos of the child's experiences and positive activities. This contributes to the child's history.

Staff are ambitious for the child and liaise well with their school to track progress. However, staff do not consistently promote education when the child does not attend school. This limits the child's progress in education.

Staff carry out regular key-work sessions with the child. This includes discussions about relationships, staying safe and personal health.

The child knows how to make a complaint. They said that they were happy with the outcome of their complaints and that the manager had responded to them in writing. The child said that they also have an advocate, and they speak to them if they need additional help.

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

The child feels safe and protected from harm by staff. The child feels able to talk to staff and knows that they take their worries and concerns seriously.

Staff know the child's vulnerabilities and they help the child to regulate their emotions. Staff follow clear risk management plans which help them to provide a consistent approach. As a result, the number of serious incidents has reduced in recent months. A social care manager said, 'I can't think of another residential placement that could have managed their needs as well as this one.'

The child's missing-from-home incidents are reducing. Staff help the child to understand the dangers when they are missing from the home. Staff also follow robust missing-from-home protocols to return the child home quickly and safely.

Physical interventions are minimal and proportionate. The child and staff review incidents, which helps them to reflect and learn. However, leaders use jargon when describing physical interventions in their reports, and staff do not consistently sign their records. This means that records are not always clear.

Staff support the child to stay safe online. They have a range of strategies to protect the child from online harms when using their devices. Staff also conduct regular parental checks to keep the child safe. An independent reviewing officer said, 'The care team in the home has really worked hard and developed good relationships with [name of child] and managed their risks well.'

Managers do not consistently report serious incidents to Ofsted within the required timescale. This means the regulator has no initial oversight of what action staff take to keep the child safe.

The manager uses safer recruitment processes when bringing new staff into the home. This helps to ensure that only suitable adults work with the child.

The effectiveness of leaders and managers: good

The manager is developing a good understanding of the home's strengths and weaknesses. They have made improvements in recent months to ensure that the child's needs are met. This includes the production of a child-friendly plan, which the child will find easier to understand.

The manager is ambitious for the child and demonstrates a clear understanding of their needs. They advocate on behalf of the child and work closely with partner agencies to maximise opportunities for the child to develop. Furthermore, the manager follows up and escalates concerns if responses from agencies are not satisfactory.

Staff feel supported by their leaders. They receive regular supervision and additional one-to-one meetings. This helps staff to reflect on their work and identify areas for

development. One member of staff said, 'I feel well supported. [Name of manager] is a fantastic manager, she listens to staff.'

Managers conduct appraisals with staff on an annual basis. Staff reflect on their work and set targets for the year ahead. However, appraisals do not include the views of the child or key individuals. This limits their effectiveness.

The manager chairs monthly meetings with the staff team. This develops their skills and knowledge, as does the wide range of training courses they access. The training is focused on the needs of the child. This supports staff to safely care for the child.

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 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 the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)) In particular, ensure that the home is welcoming and maintains a domestic rather than an institutional impression in areas such as the hallway. This includes the removal of locks on communal doors.	10 November 2023
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or	10 November 2023

concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	
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— a description of the measure and its duration; 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; and has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(iv)(b)(i)(ii))	10 November 2023

Recommendations

- The registered person should ensure that staff are aware of the child's education plan and actively encourage the child to engage in education when they are not attending school. ('Guide to the Children's Homes Regulations, including the quality standards', page 29, paragraph 5.18)
- The registered person should make sure that managers and staff are aware of the local offer setting out the support available for children with special educational needs or disabilities. ('Guide to the Children's Homes Regulations, including the quality standards', page 26, paragraph 5.4)
- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and of children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: SC022447

Provision sub-type: Children's home

Registered provider: Nugent Care

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

Responsible individual: Suzanne Murray

Registered manager: Post vacant

Inspector

Mark Woodbridge, Social Care Inspector

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