

SC025395

Nugent Care 2019

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a charity over two sites, providing care and accommodation for 19 children in total.

The home is registered to care for children with emotional and/or behavioural difficulties and learning disabilities. The home also provides provision, according to its statement of purpose, for a mother and baby placement.

There has been no registered manager at the home since July 2020, following the retirement of the previous registered person.

Inspection date: 19 January 2021

This monitoring visit

Ofsted identified significant shortfalls in safeguarding practice, care planning for children and the leadership and management of the home at a monitoring visit on 1 December 2020. As a result, three compliance notices were issued under section 22A of the Care Standards Act 2000. These were in relation to regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 14, the care planning standard.

During this visit, inspectors considered the action taken by the provider to meet the steps under each compliance notice. The inspector found that the provider met the steps under the compliance notices for regulations 12, 13 and 14.

Children spoken to by inspectors said that they felt safe and happy at the home. Children said that staff had talked to them about how to keep themselves safe, and positive relationships were observed between children and staff.

Children have regular key-work sessions to help them understand how to keep themselves safe. Staff have worked with other professionals involved in children's

care to ensure that a collaborative approach is used to minimise the risk factors. This has resulted in the risk for children reducing.

Risk assessments have been updated and contain clear strategies and guidance for staff. Staff demonstrated that they understood risk-management arrangements and had implemented these in practice when working with children. Staff told inspectors that communication has improved and that they benefit from 'daily briefings' to discuss any changes to children's plans. As a result, safeguarding practice is more consistent.

Staff have had training in ligature prevention and how to identify and understand county lines. However, not all staff have yet had training in the new risk-assessment process. This includes members of the management team. Consequently, this has meant the new process has not been fully implemented and has led to shortfalls in the review and update process. In one example, a risk assessment for a child had not been updated after a new risk was identified. As a result, action had not been taken to reduce this risk and prevent further occurrence. Managers took immediate action to rectify the shortfall when inspectors brought it to their attention.

Records, such as incident reports, are clear about what actions staff have taken to protect children. A new debrief system provides staff with the opportunity to discuss incidents together and identify any learning from the incident. Where appropriate, individual sessions with staff also identify any individual learning and development needs. This has improved the quality of records for children.

Despite these improvements, the management oversight of restraints is not always effective in evaluating all incidents. For example, during one incident when staff needed to hold a child using a physical restraint, it is recorded that the situation escalated, and police assistance was required. There is no analysis of the holds used and their effectiveness. As a result, further consideration has not been given to any changes that may be required to consistently manage behaviours. A requirement is issued to address this shortfall.

Since the last visit, no new children have moved into the home. Managers have developed impact assessments that now consider the needs of the new child and their compatibility with the group. Recently, the manager had considered new referrals for several children. However, a decision was made that, due to the needs of the children and their compatibility with the current group of children, a placement would not be appropriate. Furthermore, the management team has made the decision to give notice on two of the children already in residence. Despite this being a difficult decision, it demonstrates that managers are acting in the best interests of children and ensuring that they only care for children whose needs they can meet in line with the home's statement of purpose.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/11/2019	Full	Good
07/08/2018	Full	Good
17/10/2017	Full	Good
27/03/2017	Interim	Improved effectiveness

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c) (2)(a) (xi)(xii)(xiii))	7 March 2021
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 premises used for the purposes of the home are located so that children are effectively safeguarded. (Regulation 12 (1) (2)(c))	7 March 2021

In particular, where appropriate, consider environmental factors in the risk-management plans for children.	
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; help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(i)(ii))	7 March 2021
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; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(f)(h))	7 March 2021
The care planning standard is that children—	7 March 2021

receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))	
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them. (Regulation 23 (1) (2)(a))	7 March 2021
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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	7 March 2021

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

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; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

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: SC025395

Provision sub-type: Children's home

Registered provider: Nugent Care 2019

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

Responsible individual: Sarah Swanson

Registered manager: Post vacant

Inspectors

Jessica Forshaw, social care inspector

Suzanne Birchall, social care inspector

Denise Jolly, social care inspector

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