

SC025395

Registered provider: 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. It provides care for up to 19 children in two separate houses. Children living at the home may experience challenges in one or more areas of social, emotional and learning difficulties.

The registered manager was registered on 29 March 2021 and she has been absent from work since 10 September 2021.

Inspection date: 24 November 2021

This monitoring visit

At a full inspection on 6 and 7 October 2021, inspectors found serious and widespread weaknesses in the care and protection of children living at the home. The registered person was failing to provide effective care for the children currently living at the home. Should further children be admitted to the home, the risks to children's welfare would be exacerbated. Consequently, Ofsted issued a notice restricting accommodation at the children's home with immediate effect on 8 October 2021.

Furthermore, Ofsted issued compliance notices in relation to regulation 11, the positive relationships standard; regulation 12, the protection of children standard; regulation 13, the leadership and management standard; regulation 14, the care planning standard; regulation 23, medicines; and regulation 32, fitness of workers.

The focus of this visit was to monitor the registered person's compliance with the notice restricting accommodation. In addition, it was to review the actions taken by the provider to meet the six compliance notices that were issued following the last inspection.

The interim management arrangements have brought stability to the home and improved the quality of care and protection that children receive. Inspectors found that steps have been taken to make the necessary improvements in relation to positive relationships, the protection of children, care planning and medicines.

Children are happier. They feel that staff listen to them, and things have improved. Children and staff are benefiting from clear, unambiguous, and high expectations for the standard of behaviour. Children have been encouraged to help staff understand what they want and need from them. This is helping to build positive relationships in the home.

Children's plans are up-to-date and provide a clear picture for staff of each child's needs. Managers and staff share information through daily briefings about children's experiences, risks and progress. Consequently, staff understand children's plans and have the information that they need to look after each child.

Children said that staff help them when they are upset. Staff understand and follow the agreed strategies for helping each child to manage their feelings and behaviour. For example, staff are finding ways to help children reduce their worries at bedtime and support them to settle without disrupting other children.

Managers are providing staff with an appropriate level of support and guidance. Training on attachment and trauma is helping staff to develop a better understanding of the impact of children's previous experiences on their feelings and behaviour. Managers and staff are making use of supervision and team meetings to discuss individual children's progress and reflect on ways to develop the quality of care for each child.

Staff have the skills to recognise when a child may be at risk of harm and take effective action to protect the child. Staff understand the risks to children and how to manage the risks safely. Staff identify the signs that children may be at the risk of harm, including from criminal and sexual exploitation, bullying and self-injurious behaviour.

Concerns about children's safety, including allegations about staff, are reported without delay to the safeguarding agencies and designated officer for the local authority. Managers use their oversight of serious incidents to improve safeguarding practice.

The arrangements for managing children's medication are now safe and have been strengthened by the introduction of a thorough monitoring system and training for staff.

However, the high level of staff vacancies continues to have a negative impact on the quality of care that children receive and their experiences. There are currently seven vacancies for team leaders and childcare staff. On occasions, there are not

enough staff available to respond flexibly to unexpected events. For example, the two children living at the satellite home have been supported by one member of staff.

Furthermore, changes made by managers to improve the running of the home are not fully embedded with every member of staff. Some staff told inspectors that they were unaware of opportunities to attend enrichment meetings designed to develop their skills and knowledge. One member of staff said that they did not see the point of attending a meeting to discuss the lessons from a child's unplanned move from the home. Therefore, some staff are missing the opportunities to reflect on and develop their practice. This compromises how staff work together as a team to provide children with a consistent quality of care. Consequently, we have issued a further compliance notice in relation to regulation 13, leadership and management.

In addition, inspectors found serious shortfalls in the recruitment of staff. The registered person failed to verify written references for one member of staff. Additionally, for two members of staff, they did not explore issues about their performance, identified in references, which may have affected their suitability to work at the home. This shows a lack of scrutiny and professional curiosity when verifying an individual's suitability. It does not demonstrate that staff have been recruited in line with the procedures that are designed to ensure children's safety. Therefore, we have issued a further compliance notice under regulation 32, the fitness of staff.

The registered person has complied with the restriction of accommodation notice. The same children have continued to live at the home since the notice was issued. However, the restriction of accommodation notice remains in place because of the shortfalls identified during this monitoring visit.

The home's progress in meeting the other requirements made at the last inspection will be reviewed at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/10/2021	Full	Inadequate
27/11/2019	Full	Good
07/08/2018	Full	Good
17/10/2017	Full	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 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— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and	29 December 2021

enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) 2(a)(b)(i)(ii)(iii)(iv)(v)(vi)(c)(i)(ii))	
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— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement; raise any need for further assessment or specialist provision in relation to a child with the child’s education or training provider and the child’s placing authority; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child to attend education or training in accordance with the expectations in the child’s relevant plans; and that each child has access to appropriate equipment, facilities and resources to support the child’s learning. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(vi)(vii)(viii)(x)(b))	29 December 2021
The health and well-being standard is that—	29 December 2021

the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child’s health and well-being needs; and understand and develop skills to promote the child’s well-being; that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(c))	
*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— ensure that staff work as a team where appropriate;	29 December 2021

ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(b)(d)(e))	
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21(b)(c)(i)(ii)(iii)(iv))	29 December 2021
*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— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;	29 December 2021

the individual is mentally and physically fit for the purposes of the work that the individual is to perform; 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)(a)(b)(c)(d))	
The registered person must— ensure that each employee completes an appropriate induction; ensure that each permanent appointment of an employee is subject to the satisfactory completion of a period of probation; The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (1)(a)(b) (4)(a)(b)(c))	29 December 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;	29 December 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))	
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)) This relates to ensuring that children's records include up-to-date health assessments, personal education plans, and education health care plans. In addition, records should provide a clear picture of each child's life journey at the home, including their views, experiences, progress and outcomes. Ensure that records are written in plain, appropriate and non-stigmatising language.	29 December 2021
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.	29 December 2021

The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; (Regulation 37 (1) (2)(a)(b)) In particular, maintain a copy of the staff duty roster of persons working at the home, and a record of the actual hours worked.	
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	29 December 2021
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 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))	29 December 2021

*These requirements are subject to a compliance notice.

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 Dimmelow

Registered manager: Catherine Forshaw

Inspectors

Nick Veysey, Social Care Inspector

Judith Birchall, Social Care Inspector

Catherine Fargin, Social Care Inspector

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