

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: 29 December 2021

This monitoring visit

At an inspection on 6 and 7 October 2021, inspectors found serious and widespread weaknesses in the care and protection of children. 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.

At a monitoring visit on 24 November 2021, inspectors found that steps had been taken to meet the compliance notices in relation to positive relationships, the protection of children, care planning and medicines. However, shortfalls remained in the leadership and management of the home and recruitment of staff. Therefore, Ofsted issued compliance notices in relation to regulation 13 and regulation 32.

The focus of this visit was to monitor the registered person's compliance with the notice restricting accommodation and review the actions taken by the provider to meet the two compliance notices that were issued following the last monitoring visit.

Inspectors found that the registered person has complied with the notice restricting accommodation. However, inspectors found concerns in relation to the safeguarding of children's welfare and staffing arrangements. There is a continued failure to provide effective care for the children currently living at the home. Consequently, it is Ofsted's view that should additional children come to live at the home, the risks to children's welfare would increase. Therefore, a further notice restricting accommodation was issued on 30 December 2021.

At this visit, inspectors found significant shortfalls in safeguarding practice in the home. The steps taken to address poor risk management and safeguarding practice seen at the monitoring visit on 24 November 2021 have not been maintained and are not leading to sustained improvements.

The home's arrangements to protect children from harm are poor. Staff do not always respond effectively and follow the strategies in place to help keep children safe. For example, staff have not always followed the plans for supervising children at night. This has left children vulnerable and at risk of actual harm.

In addition, the strategies in place to protect and support children who display self-injurious behaviours or return home under the influence of alcohol or drugs have not been followed consistently. The care provided to children is reactive and is not effective in managing and reducing the identified risks to children's safety and welfare.

Not all staff have attended training to develop their skills and knowledge. This includes first aid, self-injurious behaviours and managing challenging behaviours. The does not demonstrate that all staff have the training to safely manage all children's behaviours.

There continue to be staff shortages due to vacancies and staff absences from work. The current restrictions due to the COVID-19 pandemic have affected staffing levels negatively. On 5 December 2021, the staffing levels were not sufficient to allow for known risks to be managed in line with children's plans. A significant event took place during the evening, which staff were not aware of until three days later. Therefore, children could not be safeguarded or supported in the aftermath of the event.

Only one new childcare worker has started working at the home since the last monitoring visit. The employment of this person followed safer recruitment procedures, including additional checks and interviews to make sure that the person had the necessary skills and qualities to work at the home. Therefore, leaders and

managers have demonstrated that they have taken steps to meet the compliance notice under regulation 32, the fitness of workers.

In Ofsted's view, the shortfalls highlighted demonstrate ineffective leadership and management and safeguarding practice that has compromised the experiences and progress of all the children living in the home. Therefore, Ofsted has issued compliance notices in relation to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

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	16 January 2022

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))	16 January 2022

The health and well-being standard is that— 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))	16 January 2022
* 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;	16 January 2022

help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and 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)(a)(i)(ii)(iii)(iv)(v)(vi)(b))	
*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 have the experience, qualifications and skills to meet the needs of each child; 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)(c)(d)(e))	16 January 2022
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and	16 January 2022

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))	
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; 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))	16 January 2022
The registered person must— ensure that each employee completes an appropriate induction;	16 January 2022

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))	
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; 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;	16 January 2022

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 and care plans. In addition, records should provide a clear picture of children's journey at the home, including their views, experiences, progress and outcomes. Ensure that records are written in plain, appropriate and non-stigmatising language.	16 January 2022
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; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))	16 January 2022

In particular, a copy of the staff duty roster of persons working at the home and a record of the actual hours worked should be kept.	
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))	16 January 2022
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)) This relates to the registered person not informing Ofsted of serious concerns about the performance of the registered manager.	16 January 2022

*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

Emma Thornton, Social Care Inspector

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