

SC454265

Registered provider: 2nd Nurture Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home is registered to provide care for one child. The provider states in its statement of purpose that it provides care for children who may have social and/or emotional difficulties or a learning disability.

The manager registered with Ofsted in January 2013.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 25 and 26 January 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 September 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/09/2019	Full	Good
28/02/2019	Interim	Declined in effectiveness
14/08/2018	Full	Good
17/10/2017	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has lived at this home for over three years. The child enjoys nurturing and trusting relationships with the staff and the inspector observed a warm relationship between the child and staff.

This is a small family home that has been personalised by the child. Photos of the child and artwork he has created are on display in the lounge area. The child was proud to show the inspector his bedroom, with his toys and craftwork on display.

The child spends time with staff doing activities that he enjoys. The child recently celebrated his birthday. Staff planned an activity and meal out for him with his friends. The child has also visited his friend's home for tea. The child has been supported to develop healthy relationships with other children; this is progress.

Since the last inspection, the child has transitioned to high school. Staff work closely with teachers to ensure that any issues are addressed. They support the child to work towards educational targets identified in his relevant plans. Despite some initial difficulties, the child has good attendance and is making progress academically.

The registered manager and staff promote the child's health and well-being, and he attends routine health appointments. The child has engaged with services to support his emotional well-being. Although this engagement is varied, staff continue to promote this service to the child to ensure that he has access to any support he may need.

The child is able to spend time with people who are important to him. Staff closely monitor the child's time with family. Any concerns are shared with the placing authority to ensure that the arrangements in place are beneficial to the child.

The child has requested a mobile phone. Although there are concerns regarding this, the registered manager has not recorded her response to the child's request.

The child has benefited from the stability of living in this home. The registered manager has promoted life-story work, to help the child prepare for when he moves on from the home.

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

Staff the inspector spoke to demonstrate that they know the child well and have a good understanding of his risks and vulnerabilities. Risk management plans identify the strategies staff are to follow to manage and minimise these risks in order to keep the child safe.

Staff at the home work closely with professionals involved in the child's care. They attend relevant meetings, and any emerging concerns are quickly shared with the child's placing authority. The child's social worker said: '[name] is doing great. He is well supported by staff and they communicate any concerns.' However, the registered manager has not ensured that she has the most up-to-date local authority documentation for the child. This was rectified during the inspection.

A rewards system is in place to promote positive behaviour. This encourages the child to be respectful towards others, as well as supporting other goals, such as to improve his personal hygiene. As a result, sanctions are used sparingly in this home. However, while records are signed by the registered manager, her evaluation is not robust. Records do not consistently demonstrate the impact of any action taken on the child's behaviour.

Staff understand how the child's early experiences affect his emotional development. Effective strategies are in place for staff to manage the child's behaviour. Staff use key-work sessions to help the child understand the impact of his behaviour. Consequently, physical interventions have not been required.

External doors to the property require a key to open them, meaning that the child would be unable to leave the home independently in the event of an emergency. Furthermore, internal doors have locks on them. This prevents children from having access to all areas of their home and detracts from the homely environment that staff seek to provide. Similarly, some routine maintenance work has not been completed promptly, which detracts from the family atmosphere of the home.

The effectiveness of leaders and managers: requires improvement to be good

The home is managed by an experienced and suitably qualified registered manager.

The child is cared for by a small staff team. Two members of staff have recently left the organisation. The registered manager recognises the impact this has on the child and prioritises his needs when planning for new staff members to join the home.

Staff have access to a range of training and have the skills and knowledge to meet the needs of the child currently living in the home. Staff spoke positively about the training undertaken and how it supports their understanding of the child's early experiences. Two members of staff are working towards the qualification relevant to their role.

Staff spoken to during the inspection told the inspector that they felt supported in their roles. Staff attend regular team meetings. The child has attended team meetings, which provides the opportunity for him to contribute to the running of his home. Supervision records demonstrate that staff are encouraged to reflect on their practice and identify areas for development.

Shortfalls were identified in the home's rota system. Rotas do not include the hours that the registered manager is working.

The home has an independent visitor in place to provide external scrutiny of the home. However, the content of the report gives limited feedback to the provider. Some of the reports do not make recommendations that help the home to improve its service.

The registered manager has submitted a quality of care report. However, the report lacks evaluation and reflection on any learning. It does not include consultation with children, families or external agencies in order to support the development of the home.

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 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)(d)) The registered person must ensure that thumb-turn locks are fitted to external doors and that repairs to the home are undertaken promptly.	24 February 2022
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 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)(ii)(iii)(iv)) The registered person must ensure that children have access to all areas of their home.	10 March 2022
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—	10 March 2022

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; 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)(b)(i)(ii)(c)) This refers to the registered person's monitoring and oversight of each measure.	
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. (Regulation 36 (1)(a)(b))	10 March 2022

The registered person must ensure that children's case records are kept up to date.	
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. (Regulation 37 (1)(2)(a)) The registered person must ensure that rotas record the actual hours worked in the home, including those of the registered person.	10 March 2022
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(c)(5)) The registered person must improve the evaluative content of the report, including gaining feedback from stakeholders and including actions to drive forward improvements in the home.	10 March 2022

Recommendations

- The registered person should ensure that the reasons for reaching any decision are carefully explained to and understood by the child or children concerned, particularly in relation to the child's access to a mobile phone. ('Guide to the children's homes regulations, including the quality standards', page 22, paragraph 4.9)
- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial

assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the children's homes regulations, including the quality standards', page 65, paragraph 15.5)

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: SC454265

Provision sub-type: Children's home

Registered provider: 2nd Nurture Limited

Registered provider address: 64 Nathan Drive, Haydock, St Helens, Merseyside
WA11 0GW

Responsible individual: Tom O'Dwyer

Registered manager: Denise Campbell

Inspector

Genevieve O'Reilly, Social Care Inspector

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