

# 1238043

Registered provider: Nurture Childcare Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned by a private provider. It provides care for up to five children who are unable to live at home due to emotional and behavioural needs.

The registered manager has been in post since January 2021.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 15 September 2020 to carry out an assurance visit. The report is published on the Ofsted website.

### Inspection dates: 21 to 22 September 2021

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

How well children and young people are helped and protected      inadequate

The effectiveness of leaders and managers      inadequate

There are serious and widespread failures that mean children and young people are not protected and their welfare is not promoted.

**Date of last inspection:** 11 March 2019

**Overall judgement at last inspection:** Improved effectiveness

**Enforcement action since last inspection:** None

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
11/03/2019	Interim	Improved effectiveness
27/06/2018	Full	Good
22/06/2017	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: inadequate**

Children's progress is mixed. Children living in the home are relatively settled. One child's emotional well-being has improved since coming to live in the home. A child who has recently moved into the home has begun a college course of her choice and is reported to be doing well.

One child's outcomes for education are poor and she only attends education for 8 hours each week. Staff do not support the child to engage in any other educational activities. The provider has access to an in-house education coordinator; however, this has not been fully considered when planning her education.

A child's bedroom, viewed by the inspector, was dirty and unsafe for the child to remain in. The child was moved to another room in the home, and staff supported the child to obtain items of her choice to make her room feel personalised. Furthermore, another child's bedroom contained a health and safety hazard that placed the child at significant risk of harm.

Both children told the inspector they liked living in the home and that they both feel that staff care about them. Staff use praise and positive reinforcement to help children develop and promote their well-being. As a result, children have forged secure, positive relationships with staff.

Children moving in and out of the home have not always done so positively. At times, this has not been well planned. A child's placement continued, despite escalating concerns which resulted in staff being assaulted on several occasions. The child's placements ended because the home could not meet the complex needs of the child and keep her safe.

Children can share views on the care and daily routines of the home. Positive relationships with staff enable children to raise any concerns at any time. Children know how to complain and who to talk to if they have a concern.

### **How well children and young people are helped and protected: inadequate**

Children are at risk of significant harm. Risk management is poor. This means that children are not always effectively safeguarded.

The staff demonstrated knowledge and understanding of risks to the children and of some of the protective strategies in place. However, staff were not clear on how to ensure children were kept safe when spending time in their bedrooms. The quality of written risk assessments is variable and at times information is inconsistent. This is a recording issue that reflects weaknesses in the manager's monitoring of the paperwork.

Incidents requiring physical intervention are not consistently managed. At times, debriefs for staff have not been held. When debriefs have taken place, there has been a significant delay. Consequently, if an incident is not followed by a debrief there is a lack of sufficient oversight to ensure that physical intervention was carried out safely. This additional recording issue reflects weaknesses in the manager's monitoring of the paperwork.

Children do not have access to all areas of their home. The living room and kitchen doors are locked at night; this is a health and safety risk and creates an institutional environment. Children have been able to lock themselves in the living room, which increases the risk of peer-on-peer bullying in the home. As a result, this increases the risk of harm to children.

Positive behaviour is promoted by staff. Consequences are proportionate. As a result, staff help children to manage their behaviours in a safer way.

Staff and the manager have undertaken a range of training in safeguarding matters. This ensures that they have some basic knowledge of safeguarding practice.

### **The effectiveness of leaders and managers: inadequate**

Leadership and management in the home are poor. The registered manager has been registered with Ofsted since January 2021. The manager evidenced some understanding of children's needs. However, he is not leading the home in a way that ensures children reach their full potential.

Monitoring in the home is poor. The manager failed to ensure staff monitored children's bedrooms which resulted in a child's bedroom being found to be unkempt and inhabitable. Staff had previously raised concerns with the manager about their worries for children's bedrooms; however, the manager did not take action.

Furthermore, there has been a failure, on the manager's part, to make some improvements, despite shortfalls being pointed out to him by the independent person. Failure to monitor standards effectively or take action when concerns are identified, means that poor practice and poor standards of care will continue, and children will not benefit from an improving service. A number of shortfalls were also identified in the children's records.

In discussion with the inspector, the manager demonstrated a lack of insight into the shortfalls in standards of care and safety. He was not able to articulate that areas requiring improvement had been identified, or how they would be developed.

Supervision of staff is poor. One supervision session had taken place late at night in a hospital. Staff had had to take a child there because they were in crisis. This evidences poor planning by the manager. Supervision records lack detail and do not allow staff to reflect on their experiences with children.

The staffing team is now permanent. However, the manager has undertaken regular shifts in the home. As a result, this has had a negative impact on the manager's ability to undertake his role.

Ineffective decision-making, about one child moving into the home, resulted in the child's ending in the home being negative.

Staff told the inspector they felt supported in their roles. External feedback is positive. This evidences that the manager and staff work effectively with professionals.

Staff are either qualified to the appropriate level or are currently undertaking the relevant course. This means that the children receive support from suitably qualified staff.

Staff work effectively with a number of agencies, including social workers, mental health teams and police. The manager ensures that external professionals receive regular updates on the children's progress.

## 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
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>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;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally; and</p> <p>ensure 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)(iv)(v)(b))</p>	<p>7 November 2021</p>
<p>* 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—</p> <p>that staff—</p>	<p>7 November 2021</p>

<p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies;</p> <p>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;</p> <p>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)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(d))</p>	
<p>*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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;</p>	<p>7 November 2021</p>

<p>ensure that the home has sufficient staff to provide care for each child;</p> <p>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;</p> <p>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)(d)(f)(h))</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the child’s placing authority is contacted, and a review of that child’s relevant plans is requested, if—</p> <p>the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child’s needs;</p> <p>the child is, or has been, persistently absent from the home without permission; or</p> <p>the child requests a review of the child’s relevant plans. (Regulation 14 (1)(a)(b) (2)(e)(i)(ii)(iii))</p>	<p>7 November 2021</p>
<p>The registered person must ensure that—</p> <p>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—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p>	<p>7 November 2021</p>



<p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure (“the user”), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>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”)—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>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))</p>	
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\* These requirements are subject to a compliance notice.

## 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:** 1238043

**Provision sub-type:** Children's home

**Registered provider:** Nurture Childcare Services Ltd

**Registered provider address:** 71 Edge End Lane, Great Harwood, Blackburn BB6 7QD

**Responsible individual:** Danielle Moorby

**Registered manager:** Leon Stewart

## Inspector

Rachel Springford, Social Care Inspector

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Piccadilly Gate  
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