

1238043

Nurture Childcare Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

The registered manager post is vacant.

Inspection date: 10 November 2021

This monitoring visit

This home was judged as inadequate at the full inspection on 21 and 22 September 2021. Compliance notices were issued in relation to safeguarding, risk management and leadership. As a result, a further monitoring visit was carried out on 11 November 2021.

During this visit, a significant shortfall was identified that indicated children were still at risk of harm.

Staff did not follow their internal child protection procedures when a child made a serious allegation to a staff member against a senior member of staff. The allegation was not alerted to either the manager or outside agencies at the time.

The child was subsequently allowed to be left alone with the member of staff who the child had made an allegation against on a car journey. No staff at this point had reported matters to management and it was the child who alerted her allocated social worker to the event. Furthermore, the manager did not pick up on these concerns when highlighted by the inspector reviewing the information. The manager, therefore, did not undertake a robust internal investigation in addressing all matters arising from the allegations.

However, risk assessments contain detailed information with clear strategies for staff to follow. All staff spoken to were able to articulate the presenting risks for children and the strategies to manage those risks. For example, regarding a child

with high risk of self-harm, staff were clear that when she presents in low mood, welfare checks should be undertaken frequently.

New referrals to external agencies for children have been made to reflect their current needs. A new in-depth education planner for one child contained educational activities. As a result, the child has obtained several certificates to evidence her learning, and her hours of education have now increased.

Direct work has taken place following any incidents. These are detailed and reflective in nature.

The home conditions are now much improved. The children's bedrooms were observed to be clean, safe and tidy. New furniture has been bought for the living room, hallway and landing. The walls in the living room, hall, kitchen and landing are freshly painted. New carpets have been bought for rooms, and locks on the downstairs doors have now been removed.

Staff are now clear about the expectation of the required standards for children's bedrooms. Staff check children's bedrooms daily. Children were proud to show their rooms to the inspector. Children told the inspector that staff support them to clean their rooms and help them make their beds and clean up.

The quality of management oversight and monitoring has, overall, improved. The previous registered manager resigned with immediate effect following the last full inspection.

A new interim manager has been appointed to the home. The interim manager has made a number of significant changes to reporting and reviewing systems. Staff told the inspector that they feel the culture has changed in the home and that they are clear on their roles and responsibilities. Feedback from external professionals say that the interim manager is organised and efficient.

The provider has ensured that all staff have received additional training to equip them with the skills they need to undertake their roles. This has included training about mental health and understanding self-harm. One member of staff said, 'I found the training very useful. It helped us to reflect on our practice and it gave me ideas of how I could support the child differently.'

The interim manager has introduced new and more detailed care planning documentation. Care plans are clear about the children's needs and the level of support and supervision they require. The care plan is supplemented by a comprehensive individual behaviour management plan. Therefore, Ofsted found that the compliance notice under Regulation 13 has been met.

However, it is Ofsted's view that the response to the safeguarding allegation was not effective and leaves children at risk of harm. As a result, Ofsted has issued an

additional compliance notice under Regulation 12 to ensure that children are provided with safe, effective care. We will continue to monitor the provider closely.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2021	Full	Inadequate
11/03/2019	Interim	Improved effectiveness
27/06/2018	Full	Good
22/06/2017	Full	Requires improvement to be 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
<p>* The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</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>are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12(1) (2)(a)(i)(vii))</p>	09 January 2022
<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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b) (2)(h))</p>	09 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: 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: Post vacant

Inspector

Rachel Springford, Social Care Inspector

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