

# 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 former registered manager had his registration cancelled by Ofsted following the last full inspection in September 2021. An interim manager was appointed but does not wish to apply for registration with Ofsted. The provider is now in the process of recruiting another manager for the home.

The registered manager post has been vacant since September 2021

We last visited this setting on 10 November 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

### Inspection dates: 11 and 12 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      requires improvement to be good

The effectiveness of leaders and managers      good

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

**Date of last inspection:** 21 September 2021

**Overall judgement at last inspection:** inadequate

**Enforcement action since last inspection:** Two compliances notices were issued to the provider following the last inspection of the home on 21 and 22 September 2021. These notices were in relation to breaches of regulation 12, the protection of children, and regulation 13, leadership and management. The regulation 12 notice

was then reissued to the provider following the monitoring visit on 10 November 2021.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
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

## Inspection judgements

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

Children live in a home that is safe and very homely, and that provides them with space to develop. Staff have paid attention to detail in respect of furnishings and design. This means that each child has personalised space that they are proud of and that very much reflects their individuality.

Children told the inspector they enjoyed Christmas in the home with staff. Staff created Christmas Eve boxes that contained matching pyjamas and treats for each child. This helps children to feel valued, which promotes their well-being.

Children's outcomes for education are good. One child has begun a work placement in a local nursery. This has increased the child's confidence.

Children make very good progress in developing independence skills and taking responsibility for decisions they make.

Children are encouraged and supported to be in contact with their families in line with their care plans.

Staff ensure children have access to community health care services. However, a child's health plan lacks clarity and does not have actions for staff to ensure the child's overall health is being promoted. For example, it is unclear how staff should support the child in relation to smoking cessation.

Children have opportunities on a day-to-day basis to learn, meet friends and have fun. Staff demonstrate a very good understanding of each of the children's likes, and together they design structured, well-planned activities.

### **How well children and young people are helped and protected: requires improvement to be good**

Risk management requires improvement. Some shortfalls were identified in risk management plans. For example, one child's records lack clarity for staff to keep her safe when the child experiences emotional distress. Furthermore, on two separate occasions, staff failed to support the child to attend specialist health appointments that supported her emotional needs. As a result, missed appointments could have a detrimental impact on children's health and well-being.

Staff help children to understand risk and how to stay safe. They understand the need for children to become independent and to take appropriate risks, and they help them to manage their behaviours and regulate their responses.

Staff provide the children with a safe place to live. They have a good understanding of the children's needs and risks. Restorative sanctions for children have been used. This helps children to reflect on how their behaviours affect themselves and others.

Children rarely go missing from the home, but if they do, staff are proactive in their responses.

De-briefs take place for children and staff when incidents occur. This helps staff to reflect on their practice and helps children feel like they are valued and listened to.

There is evidence of meaningful discussions with children when there are concerns about bullying. Staff are alert to covert bullying and the impact this has for children.

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

The home has recently been taken over by a new company. This has created some changes and new ways of working for staff. Staff have adapted well and embraced the changes.

The interim manager has worked incredibly hard to lift staff morale, which was reported to be poor at the last inspection. Staff told the inspector that they feel more confident in their roles now, and the interim manager has enabled them to do better at their jobs.

The interim manager is passionate about children achieving their full potential. She knows the children well and has a warm approach. It is evident that she has good relationships with all the children.

The interim manager has implemented new quality assurance processes, which has helped to address a number of shortfalls in the home. She leads a team of staff who have high aspirations for children and a good understanding of their needs. They are motivated and passionate about the support they provide. Relationships between the children and staff are sincere and positive.

Staff speak positively about the support they receive from the interim manager and say that the culture in the home is supportive, open and transparent.

Staff meetings take place regularly and are informative. Children in the home are the main focus of discussions held. Meetings involve regular training for staff relating to children's evolving risks and needs.

The manager works well with the other professionals involved with each child. A child's social worker spoke highly of the registered manager's communication. The manager's good communication results in all parties feeling very well informed of the children's needs and progress.

The manager advocates well for children. For example, the manager challenged a health professional following evidence of poor practice towards a child. Advocating for children supports children's well-being.

Children engage in the daily running of the home, for example by preparing and cooking meals and planning activities. However, there is insufficient evidence of ways in which children influence the development of the home. The interim manager recognises the importance of children's participation, and plans are in place to develop this area of practice.

Training is good. The interim manager has requested specialist training for staff. Effective training improves staff's skills and knowledge to understand children's behaviours and staff's approaches to incidents.

## 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 health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>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.</p> <p>(Regulation 10 (1)(a)(b)(c) (2)(a)(ii))</p>	<p>10 February 2022</p>
<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>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>(Regulation 12 (1) (2)(a)(i)(b))</p>	<p>10 February 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—

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.

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.  
(Regulation 13 (1)(a)(b) (2)(b)(h))

10 February 2022

## 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:** Seighford Hall, Clanford Road, Seighford, Stafford ST18 9NL

**Responsible individual:** Natalie Williams

**Registered manager:** Post vacant

## Inspector

Rachel Springford, Social Care Inspector

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