

# 1238043

Registered provider: Nurture Childcare Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is owned by a private organisation. The home can provide care for up to three children with social and emotional difficulties.

There is no manager in post.

### Inspection dates: 4 and 5 January 2023

**Overall experiences and progress of children and young people,** taking into account **requires improvement to be good**

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

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

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** 12 October 2022

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

Due to safeguarding concerns, a restriction of accommodation notice was issued on 13 October 2022. Ofsted has monitored this restriction, and this was lifted on 4 January 2023.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
12/10/2022	Full	Inadequate
11/01/2022	Full	Good
21/09/2021	Full	Inadequate
11/03/2019	Interim	Improved effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

Since the last inspection, a stable staff team has been working in the home. Children are supported to establish secure and trusting relationships with those who are consistently caring for them. Staff understand children's individual needs and are committed to helping children to make progress.

Leaders and managers have taken action to ensure that children have access to appropriate education provision. Children now attend local schools and have been able to establish positive peer groups. Children are enjoying making new friends and can invite them to the home.

The current day-to-day management arrangements in the home are not effective. Inconsistent management oversight has meant relevant care plans and risk assessments are not consistently updated with current information. This does not ensure that staff understand the current care needs of the children.

Children are not consistently supported to access relevant health services. Children do attend their statutory health assessments. However, actions identified in the assessments have not been followed through by leaders and managers. For example, children have not been encouraged to attend appropriate vaccination appointments. Furthermore, despite some attempts to seek appointments with specialist health and well-being services, this issue has not been robustly escalated. Children have not been properly supported to understand their experiences of trauma.

Leaders and staff support children to have positive relationships with their families. Staff arrange meaningful and safe contact between children and family members. Staff are proactive when planning family time, and try to have contingency plans in place to support children if arrangements are changed.

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

Children benefit from a caring and approachable staff team. Children say that they feel safe and protected and can talk to staff if they have any concerns. One child said, 'Staff are like family.'

There are risk assessments in place for children. However, risk assessments are not consistently updated and contain out-of-date and conflicting information. There is a blanket approach to risk management and plans are not individualised. Plans are not shared effectively with staff and do not identify actions for staff to take to minimise the risk of harm to children.

Positive behaviour is encouraged in the home. Staff use appropriate consequences and rewards to help children understand their feelings and acceptable behaviour. Staff know the children well and respond to the individual needs of children. Staff were observed using effective de-escalation strategies to manage incidents.

Safer recruitment processes have been used to employ new staff. Leaders and managers have prioritised staff training and development, ensuring that all staff have the necessary skills to care for children and keep them safe.

Allegations are responded to appropriately and information is shared with relevant agencies, in line with statutory guidance. There is no evidence, however, that leaders and managers evaluate, review and monitor allegations to understand how to support and protect children.

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

The home has operated without a registered manager since 2021, since when there has been limited management oversight. The registered provider has not taken appropriate action to address the registered manager vacancy.

There have been changes to leaders, managers and staffing arrangements in the home. The statement of purpose has not been appropriately reviewed and does not give an accurate record of who is working in the home. Furthermore, the home has been operating outside of its own objectives.

Staff receive regular supervision. Supervisions are reflective, well recorded and detailed. Staff told the inspector they feel that there have been a lot of positive changes made in the home since the last inspection. They say they are supported in their roles and are included in decision-making, through team meetings and incident debriefs.

Children's plans are not consistently updated to reflect the present arrangements. The current risks and the strategies identified to manage risks are not reviewed and updated. It is unclear how staff are made aware of updates, as plans are not signed by staff.

Action has been taken to improve the home environment. The outside area of the home is clean and tidy, and gardens are adequately maintained. The home has been decorated throughout and has a warm and homely feel. However, there are some areas where maintenance is still required. Leaders and staff have plans to make further improvements and requests for repairs are logged.

Following the last inspection, leaders and managers have not taken effective action to address all recommendations and requirements. Four requirements are restated.

## 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.</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>achieve the health and well-being outcomes that are recorded in the child’s relevant plans;</p> <p>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) (2)(a)(i)(c))</p> <p>This relates to leaders and managers ensuring that children have access to specialist services to support their individual needs.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>15 February 2023</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</p>	<p>15 February 2023</p>

<p>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>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. (Regulation 12 (1) (2)(a)(i)(ii)(v)(vi))</p> <p>In particular, leaders and managers are to ensure that staff understand how to identify and respond to risks and are clear about their roles and responsibilities.</p> <p>Leaders and managers should ensure that those who care for children are aware of relevant plans for individual children.</p> <p>This requirement was made at the last inspection and is restated.</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>ensure that staff work as a team where appropriate;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>feedback on the experiences of children, including complaints received; and</p>	<p>15 February 2023</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)(b)(g)(i)(ii)(h))</p> <p>In particular, leaders and managers are to ensure that there are review and monitoring systems in place to review the quality of care, and that the home operates in line with its own statement of purpose. Leaders and managers must take effective action in responding to requirements from previous inspections.</p> <p>This requirement was made at the last inspection and is restated.</p>	
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p> <p>This requirement was made at the last inspection and is restated.</p>	15 February 2023
<p>The registered provider must appoint a person to manage the children’s home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is not, or does not intend to be, in day-to-day charge of the home.</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(iii) (2)(a)(b))</p>	15 February 2023

## **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:** Isobel Green

**Registered manager:** Post vacant

## Inspector

Nichola Croft, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2023