

SC022448

Registered provider: Nugent Care 2019

Assurance inspection

Inspected under the social care common inspection framework

Information about this secure children's home

This secure children's home is operated by a voluntary organisation and is approved by the Secretary of State to restrict children's liberty. The children's home can accommodate up to 12 children who are aged between 10 and 17. The home provides for children accommodated under section 25 of the Children Act 1989 who are placed by local authorities.

Admission of any young person under section 25 of the Children Act 1989 who is under 13 years of age requires the approval of the Secretary of State.

The commissioning of health services in this home is the statutory responsibility of NHS England under the Health and Social Care Act 2012. Education is provided on site in dedicated facilities.

The manager is registered with Ofsted and has managed the home since July 2022.

There were five children living in this home at the time of the inspection.

Inspection date: 14 February 2023

Date of last inspection: 11 October 2022

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Children speak highly of the care and support they receive from the staff. One child said, 'I would give them nine out of 10.' Another child told inspectors, 'I feel loved here.' As a result, children can develop trusting relationships which enable them to explore their inner turmoil and develop strategies which help them to make significant progress.

There is close liaison between different professionals, both on site and externally. This ensures that plans for children are made with a deep understanding of their individual needs and vulnerabilities. The plans, which are developed using the children's views, are skilfully implemented. Children benefit from this approach and thrive because of the nurture and consistency they receive.

The use of inventive strategies, which show the level of insight members of staff have, help the children manage their anxieties and stress. For example, children have been able to attend meetings along with a pet rabbit as they have found this reassuring. This has helped them to take part in meetings which they would previously have struggled to attend. The use of sensory equipment has also enabled children by reassuring them and helping them manage their anxieties when they have been upset or distressed. These successful strategies have been developed and implemented by listening to, and valuing, children's views.

Children's views and feelings are promoted and valued. They feel listened to and any complaints made are thoroughly explored and resolved to the children's satisfaction. Their interactions with staff are seen to be warm, relaxed and open, and it was clear that they are confident in expressing their views.

The safety of children

Children's well-being and safety are treated as paramount. The understanding of each child's individual vulnerabilities and risks means that plans can be implemented effectively to keep them safe. Staff responses to incidents have been prompt and if needed, strategies reviewed to reduce the risks.

Members of staff ensure that children have the opportunity to be part of their community. They carefully assess risks and ensure that there is carefully thought-through staff support when taking the children out on excursions outside of the secure perimeter. This practice also helps the children to feel less isolated and gives them a chance to consolidate the trust they have developed living at the home.

Staff and managers promptly report any concerns they have about a child's safety or well-being to relevant agencies. External professionals, such as the local authority designated officer, report positively about the transparency of managers, their communication and effective response to any concerns. This ensures that the correct processes are followed and children's welfare is promoted and protected.

The use of restraint is proportionate and only used to protect children or others. Since the last inspection, managers have ensured that records are clearer and the length of time children have been held during a physical intervention is now recorded consistently. Children's views are sought after every incident in order to ensure that their opinions are heard and that they have reassurance from staff following any physical intervention.

The use of single separation is closely monitored by managers and checked to see if the use is justified. During these times, children, when they have had to be kept apart from their peers, receive the support and observation they need from members of staff to keep safe. The use of this measure is ceased as soon as possible, so that children can reintegrate with their peers and resolve any conflict or tension.

The effectiveness of leaders and managers

Managers provide clear, skilled leadership and direction to the staff. They ensure that staff are supported and enabled to provide high levels of support to the children in their care. Management support for staff at times of stress and challenge has been excellent. One member of staff told inspectors, 'Managers have a way of lifting our spirits when we feel we can't do this anymore.'

The structure and support which managers give to staff ensures that children's well-being and progress are central to practice. This ensures that staff are ambitious on children's behalf and celebrate their progress and achievements.

The use of reflective supervision ensures that staff have their practice explored and, importantly, can consider how working with traumatised children can have an impact on their practice and emotions. Consequently, members of staff are resilient and determined to provide the support and nurturing the children need at times of crisis and distress. This approach ensures that the children enjoy stability and consistency from members of staff who they trust.

Three requirements made at the last inspection, and not related to education, have been addressed. Shortfalls from the previous inspection, relating to education, have not been reviewed at this visit and will be considered as part of the next full inspection.

Managers now monitor key records to ensure that they are accurate and up to date and contain the information required by legislation. Shortfalls are identified as part of the monitoring system and subsequently addressed and rectified promptly.

Records of physical restraint now specify how long a child has been held. Monitoring of records, which is then cross referenced with CCTV coverage, ensures that practice is sound and the records are accurate. This ensures that children's welfare and safety is protected when there has been a need for physical intervention.

The recording of searches of children is now very clear. Records show that the rationale for carrying out searches is justified. Additionally, every incident is scrutinised by managers to ensure that it was proportionate and in the child's interest. Children confirmed that they understood when and why searches have been carried out.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2022	Full	Good
19/01/2022	Interim	Sustained effectiveness
14/09/2021	Full	Outstanding
21/01/2020	Full	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 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;</p> <p>raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p>	30 June 2023

help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment;

help each child to attend education or training in accordance with the expectations in the child's relevant plans; and

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)(vii)(viii)(ix)(x)(b))

In particular, leaders must improve urgently children's attitudes towards attending education sessions. They must address punctuality in lessons and the awarding of attendance marks for presence in sessions for very short periods of time. They must also ensure that teaching staff set high expectations for children's behaviour in classes to reduce significantly inappropriate language and improve behaviour. Staff must manage more effectively children's demands to be returned to their residential units without a suitable reason.

Secure children's home details

Unique reference number: SC022448

Provision sub-type: Secure Unit

Registered provider: Nugent Care 2019

Registered provider address: Nugent, 99 Edge Lane, Edge Hill, Liverpool L7 2PE

Responsible individual: Kate Herod

Registered manager: Andrea Marshall

Inspectors

Paul Taylor, Social Care Inspector

Dawn Parton, Social Care Inspector

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