

# 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 provides care for up to three children with social and emotional difficulties.

The home has operated without a registered manager since September 2021.

### Inspection dates: 23 May and 24 May 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 inadequate

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:** 4 January 2023

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
04/01/2023	Full	Requires improvement to be good
12/10/2022	Full	Inadequate
11/01/2022	Full	Good
21/09/2021	Full	Inadequate

## Inspection judgements

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

There has been no registered manager in post since September 2021. Inconsistent leadership and management arrangements have impacted on the day-to-day oversight and quality of care provided by the home.

Children told the inspector that they can talk to staff if they are worried. Children have developed a sense of belonging. However, their experiences of living in the home are negatively impacted by the ongoing changes in the leadership and management team and in the staff team.. One child said, 'There have been lots of changes with staff.' This has made it difficult for children to establish and maintain relationships with those caring for them.

Children are not supported to access and contribute to their plans. This means that the child's voice is not captured, and children are not consulted about the quality of care they are receiving.

Staff support children to attend education. Children who have previously had limited engagement in education are now attending appropriate school provisions. Children are achieving and making progress.

Children's health and well-being needs are recognised and understood by staff. Children are supported to attend routine medical appointments and statutory health assessments. They are helped to access specialist services in line with their healthcare plans and individual needs.

Children are supported to maintain positive relationships with their families. Staff are proactive in making the necessary arrangements for children to spend time with those people who are important to them.

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

The risks associated with children going missing are well considered and children benefit from having individual missing-from-care protocols. There have been no incidents of children going missing. Physical intervention has not been deemed necessary; however, staff are trained and understand how to use this to protect children.

Children have personalised risk management plans. However, children's plans are confusing and do not describe actions for staff to take to minimise risk. Children are vulnerable to harm, as the home is not yet providing carefully evaluated care. This impacts on children's overall progress and the quality of care they receive.

Positive behaviour is promoted in the home, although children are not always given clear boundaries. Children are not supported to understand appropriate behaviours and what is safe and acceptable. Leaders and managers do not review consequences to help children understand their own feelings and behaviour.

The inspector identified many examples where oversight, review and evaluation are sufficient. However, leaders and managers are not identifying patterns and triggers to identify potential appropriate behaviour support strategies.

Children are encouraged to take age-appropriate risks. They are supported to spend time with friends, join local groups and use public transport to travel home from school. This supports them to develop their independence skills and participate in the wider community.

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

There is no registered manager at the home. The responsible individual and manager are both newly appointed. The manager has not yet submitted her application to register with Ofsted. The provider has not taken sufficient action to appoint a manager within appropriate timescales. A requirement in relation to this is restated.

Leaders and managers do not know the strengths and weaknesses of the home and have been unsuccessful in making the required improvements. Leaders and managers have not taken effective action to address the shortfalls identified at the previous inspection. Three requirements are restated.

Leaders and managers do not monitor and review care practices. There is no evidence of learning from practice. Leaders and managers have not sufficiently reviewed the quality of care provided for children or included the feedback and opinions of children in their monitoring report. This has impacted on children's experiences of living in the home, as they have not been consulted about the care they are receiving.

Leaders and managers have not ensured that documents are reviewed and updated. There has been no review to consider the appropriateness and suitability of the home's location. This means that children may be exposed to harm.

The home's statement of purpose is not kept under review and does not accurately detail staff allocations and qualifications. A requirement is repeated. Furthermore, there is no register that details the admission and discharge information for the home.

Staff have not benefited from regular supervision at a time when they were uncertain about their roles and responsibilities. Weaknesses in practice have not been appropriately identified. Staff with no previous experience and without sufficient training or support have been in charge of the day-to-day management of the home.

Training is predominantly delivered online. Leaders and managers have failed to demonstrate that they are evaluating what learning is gained from training. Leaders and managers were unable to identify what training staff had attended or what training is required.

## 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, The 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 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> <p>This was a requirement at the last inspection and is restated.</p>	<p>24 July 2023</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>24 July 2023</p>

<p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home’s workforce provides continuity of care to 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>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>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)(c)(d)(e)(f)(g)(i)(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 restated at the last inspection and is again restated.</p>	
<p>The registered person must compile in relation to the children’s home a statement (“the statement of purpose”) which covers the matters listed in Schedule 1.</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 (1) (3)(a)(b))</p>	<p>24 July 2023</p>

<p>In particular, the statement of purpose should include details of staff qualifications and the staffing structure of the home.</p> <p>This was a repeated requirement at the last inspection and is restated again.</p>	
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children’s home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))</p>	24 July 2023
<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(a)(b)(c) (3) (5))</p>	24 July 2023
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p>	24 July 2023



<p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c))</p>	
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## 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:** Jamie Joinson

**Registered manager:** Post vacant

## Inspector

Nichola Croft, Social Care Inspector

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