

Nurture One Ltd Care Home Service

Biggar

Type of inspection:
Unannounced

Completed on:
8 May 2025

Service provided by:
Nurture One Ltd

Service provider number:
SP2020013539

Service no:
CS2020380197

About the service

Nurture One Ltd is a care home service that provides care for up to three young people aged between 8 and 18 years and was registered by the Care Inspectorate on 20 October 2020. The service utilises two properties in rural South Lanarkshire.

One property is a large farmhouse that accommodates two young people. This is a spacious home with large communal areas. Young people have individual bedrooms and a shared bathroom. There is a large garden that young people have access to. The Bungalow is a smaller building and can accommodate one young person. There is an individual bedroom and separate bathroom. The property has a comfortable living room and access to a garden.

About the inspection

This was an unannounced inspection which took place on 6 May 2025 from 12:30 to 18:30 and 7 May 2025 from 11:00 to 19:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with one person using the service
- spoke with six staff and management
- spoke with two visiting professionals
- reviewed online survey responses from six staff and one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- Children and young people were kept safe physically and emotionally
- Developing strong trusting relationships with children and young people was a strength of the staff team
- Children and young people could get the most out of life because their health needs were comprehensively met
- Children and young people were supported to maintain and develop meaningful connections with family
- We were impressed with the service's admission and matching processes and procedures
- There was a positive learning culture where staff felt valued and listened to and were supported to develop their practice
- Regular and robust quality assurance measures demonstrated improved oversight and evaluation of practice

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

The staff team were confident they could keep young people safe. They communicated and worked well as a team to develop a good understanding of young people's needs and risks. Effective collaboration with other agencies led to an increased understanding of young people's history. Risk assessments were co-produced and informative, resulting in a proactive approach to risk management. We concluded that young people were kept safe both physically and emotionally.

We found the staff team to be strong advocates of the young people. They listened to their views and responded sensitively. In addition, young people were encouraged to engage with an independent advocate, this further ensured young people were listened to and their rights upheld.

Regular training and support from experienced staff and managers led to a staff team who were confident in child protection practice. The organisation's child protection policy was detailed and included national guidance and best practice. We suggested that the policy could be shortened to make it more accessible to all staff.

The service had experienced a high staff turnover, however more recently children and young people had benefitted from a stable staff team. The staff team used a relationship-based approach to care and restraint practice was only used as a last resort. Improved risk assessments and individual crisis support plans clearly detailed individualised strategies to support the young people. The service's development plan included the need for additional training and development of therapeutic and trauma informed care, we agreed that this would further strengthen this area of practice.

Developing strong trusting relationships with children and young people was a strength of the staff team. We observed warm, nurturing responses from staff. An external professional stated, "Staff members really care and really want to understand the young people." These trusting relationships supported young people to build their resilience.

Young people experienced a high level of respect from the staff team. This was evident in the many opportunities for spontaneity and fun, that created happy memories and helped young people develop new skills. This respect was reflected in the improved quality of the environment of both houses, and the resources available to young people. This promoted young people's sense of worth and wellbeing.

Young people's physical and emotional health needs were well understood and met, due to detailed information sought, and staff training being provided prior to them moving to the service. The service had accessed private mental health supports to ensure that a young person's health needs were promptly assessed. This meant that children and young people could get the most out of life because their health needs were comprehensively understood and met.

The staff team understood the importance of maintaining meaningful connections between children and young people and their families and supported this well. An external professional explained how the trusting relationships the staff team had developed with a young person, and their commitment to maintaining connections, had significantly improved the quality of family time. This supported young people's sense of

worth, belonging and identity.

Young people were individually supported to participate in formal education as well as broader achievements, to build on their individual strengths and develop their skills. One young person was very proud of their achievement in learning to ride a bike since moving to the service. The service purchased a bike for the young person so they could further develop their skills. Young people's achievements were recognised and celebrated by staff. This helped to develop young people's confidence and self-esteem.

The quality of the service's care plans had improved. The plans were detailed and respectfully written. They had been co-produced with young people and the adults supporting them. Care planning and risk assessment strategies were clearly identified and put into practice. We suggested that clear recordings of progress, would further improve these plans.

All staff we spoke with described a very supportive culture, where they felt valued and listened to, by a knowledgeable and experienced registered manager and assistant manager. A positive learning culture had been developed where mistakes were addressed sensitively, and additional support or training was provided if required. The registered manager was very passionate in ensuring the staff team were supported to achieve the best possible outcomes for the young people. This was supporting staff retention and improving consistency of care for young people.

External managers were clear about their role and responsibilities. Staff spoke about the high quality training provided. We saw regular and robust quality assurance measures that demonstrated improvement in the oversight and evaluation of practice. These supports and processes played a key role in monitoring the quality of children and young people's experiences, safeguarding and improving outcomes.

We were impressed with the service's admission and matching processes and procedures. Robust information gathering and careful consideration of needs, rights, and risks had led to successful individualised transition plans for young people. This meant young people and families felt valued and it contributed to the building of trusting relationships.

Leaders and staff understood the importance of stable therapeutic care. Regular assessment with improved evaluation and analysis of staffing needs had been effective in achieving a good mix of experience, knowledge and skills within the staff team. Individual support to staff, an effective induction programme, and ongoing supervision, supported staff to feel valued and confident in identifying areas for development, and asking for additional supports. Additional training was being considered to further develop a trauma informed approach to care, and we were confident that the staff team would continue to develop their skills.

The service's development and improvement plan was SMART (Specific, Measurable, Achievable, Realistic, Time-bound) and they had recently developed a service specific vision. This vision reflected how the service will drive forward the Promise. It is important that the service regularly review their vision, involving the young people, staff, families and other agencies. We look forward to reviewing progress in the realisation of this vision at our next inspection.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support consistency and stability of care to enable young people to enjoy enduring and trusting relationships, the provider should ensure a co-ordinated approach to staff induction, training and continuous development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14) and "I am supported and cared for by people I know so that I experience consistency and continuity" (HSCS 4.16)

This area for improvement was made on 27 May 2024.

Action taken since then

Much more robust induction process in place. Covers multiple training, shadow shifts and this is reviewed regularly throughout a staff members 6 month probation period.

Development days have been added to the service's calendar

There is a training calendar highlighting the dates of training in advance

The director of learning and development follows up on staff development and progress as well as this being monitored in supervision sessions.

Staffing needs assessment ensure that less experienced staff can learn and develop from being partnered with more experienced staff members.

Previous area for improvement 2

To ensure that young people consistently receive the best possible care and support the provider should ensure effective management oversight and analysis of incident records. This will promote greater reflection, learning and staff development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4:19)

This area for improvement was made on 27 May 2024.

Action taken since then

On viewing incident records there has been improvement in management oversight of these that has led to greater reflection and learning.

All staff we spoke with described a positive learning culture, where mistakes were responded to sensitively and supports put in place. Staff were confident to identify areas for development and seek support when required.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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