

1183173

Registered provider: TLC Youth Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private company. It is registered to provide care for up to 4 children who may require support with social and emotional difficulties.

The home is led by an experienced and qualified manager who has been registered with Ofsted since 7 September 2021.

At the time of the inspection, 4 children were living in the home. All of the children were seen and spoken to during the inspection.

Inspection dates: 17 and 18 March 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 25 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Outstanding
26/09/2023	Full	Outstanding
16/08/2022	Full	Good
22/02/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff ensure that children live in a warm, welcoming and well-maintained home. The environment is spacious, and children's bedrooms are personalised to reflect their identities. Children have access to private spaces when they need time alone, shared areas to spend time together and a large garden where they can enjoy activities with staff.

Three children have moved into the home during this inspection period and 2 have moved out. Moves in and out of the home are well planned. Children are supported to visit before moving in. When they leave, their time is celebrated. They take memory books with them, and staff ensure that they have the opportunity to visit their future homes with trusted adults who have cared for them.

Staff are tenacious in supporting children to feel safe and able to engage in education. All children have previously been out of school for significant periods, yet they have made strong progress from their starting points. The manager's advocacy with the virtual school and other professionals has enabled one child to attend daily tutoring and another to be on roll and attending school regularly. For the remaining children, staff have ensured that plans are in place and maintain regular liaison with families, schools and agencies to overcome barriers linked to trauma and loss. One child, previously out of education for over a year, has recently completed exam papers with their tutor, who praised staff for their 'constant encouragement and praise' and their significant role in the child's progress.

Children are well supported to maintain meaningful relationships with important people in their lives. Staff recognise the value of strong family and connected relationships and have helped children to increase time with those they love. They travel, transport children and supervise family time in line with plans, ensuring these experiences are positive and well supported. As a result, one child now spends 3 days a week with a parent, another is preparing to move to foster care, and a third is being supported to visit family and friends in their hometown.

Children are encouraged to play an active role in their community. One child is successfully maintaining a part-time job, which is helping them to develop independence skills. Children also take part in regular community projects where they offer help and support to others. For example, they have delivered gifts to staff at a local hospital, enabling them to make positive contributions to their wider community.

How well children and young people are helped and protected: outstanding

Children's views are listened to and acted upon, and staff advocate strongly for them in meetings. As a result, children are well safeguarded because staff understand their needs and vulnerabilities. For example, one child frequently went missing to return to

their home city; staff supported their wishes by planning a move closer to home and helping them to build independence skills through a targeted framework. For another child, self-injurious incidents have reduced as they now feel able to tell staff when they are struggling, supported by the trusting relationships they have developed.

Key-work sessions are honest, relevant and natural, enabling children to discuss difficult and sensitive topics. This meaningful engagement is helping them to build emotional resilience. Care plans and risk assessments are clearly grounded in the home's theoretical model, enabling staff to respond effectively to each child's individual needs. Accessible summaries support staff's understanding, and children receive child-friendly versions of their plans, helping them to engage meaningfully in discussions about their care.

Allegations and complaints are rare. When children do raise concerns, they are taken seriously and investigated thoroughly. Children are kept fully involved and updated throughout any investigation and receive a clear, detailed outcome letter. Allegations are explored comprehensively, and communication with the local authority designated officer is prompt and consistent whenever required.

Professionals consistently report that children are safe. One social worker commented that the attention to detail in a child's support plan has been 'brilliant' and that 'the home go over and above to support the child'.

The effectiveness of leaders and managers: outstanding

The manager is aspirational, taking a hands-on approach to the daily running of the home. They are organised and dedicated to improving outcomes for the children.

The manager is well supported by the responsible individual, who spends regular time in the home and has developed positive relationships with the children.

The management team is dedicated to ensuring the stability of placements for children, and the child is reassured that they are wanted and valued.

Staff say that they feel happy working in the home and believe that children's needs are consistently prioritised. They value the smaller, family-feel environment of both the home and the organisation. Staff receive regular, high-quality and in-depth supervision, and they are well supported with their personal development. They feel that they have clear opportunities to grow and progress in their careers.

Recruitment is carried out safely. The home has a stable and settled staff team with a mix of ages and backgrounds, providing children with continuity. Recruitment decisions consider the needs of the children and how new staff will contribute to the home's aspirational ethos.

Training is comprehensive, up to date and tailored to the specific needs of the children. Recently, staff have completed training on self-harm and neurodivergence, reflecting relevant themes within the home.

There is a high level of reflection following significant incidents. Any required changes to the approach of the staff team are quickly and clearly communicated during supervision and team meetings.

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: 1183173

Provision sub-type: Children's home

Registered provider: TLC Youth Care Ltd

Registered provider address: 19 Harrier Park, Northampton, Northamptonshire NN4 0QG

Responsible individual: Duncan MacKenzie

Registered manager: Krisna Sisodia

Inspector

Patrick Rowell, Social Care Inspector

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