

1183173

Registered provider: TLC Youth Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and cares for up to four children who may require support with social and emotional difficulties.

The manager registered with Ofsted in 2021.

At the time of this inspection, three children were living in the home.

Inspection dates: 25 and 26 February 2025

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: 26 September 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/09/2023	Full	Outstanding
16/08/2022	Full	Good
22/02/2022	Interim	Improved effectiveness
25/05/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the previous inspection, five children have left the home and three have moved in. At the time of this inspection, three children were living at the home. All three children spoke with and spent time with the inspector.

Children have incredibly detailed and well-thought-out care plans when moving in and out of the home. Children are fully involved with their moves, and the staff team is incredibly flexible during these times. Planned moves ensure that children can meet staff, ask questions and familiarise themselves with the home. The manager and staff are committed to maintaining contact with children that have left. Children receive exceptional ongoing support, which allows them to develop resilience and a sense of belonging, even when they have left.

Children have meaningful and secure relationships with the staff team. Children enjoy living at the home. They feel safe, happy and listened to. Staff advocate for children. They complete work around their understanding of risk. Children contribute to their own behaviour support plans. As such, children are given trust and opportunities to develop safer behaviours.

Children participate in every aspect of their day-to-day care experiences. Staff are exceptionally good at gaining children's wishes and feelings in creative ways. They do this through consulting children or through individual sessions using icebreakers, fun activities and worksheets. Children contribute towards meal planning, leisure activities and decorating their rooms. Children's views are considered and swiftly acted on through 'you said, we did' feedback. If children's wishes cannot be fulfilled, they are provided with an explanation. As such, children are heard, part of decision-making and feel valued.

Children's educational progress is exceptional. Staff have high aspirations for children and encourage education. One child had not been in education for some time before moving in. Plans were quickly implemented for this child and a school place was identified. Unfortunately, this child has not been able to maintain mainstream education. The staff team has advocated, adapted and developed a bespoke plan for this child, including tutor time and work experience. Another child was at risk of exclusion and is now attending school and doing exceptionally well.

Staff support children with their health needs. For one child, this has resulted in significant progress. In another setting, the child had felt his needs were misunderstood, which impacted on his well-being. Here, he feels this is much better managed, which has enabled him to enjoy his childhood, his social life and a more varied diet with the extra support provided.

Children develop skills to live independently. This key focus equips children with the key skills needed for adulthood. Through tasks such as cooking, cleaning and budgeting, one child is gaining practical experience and a sense of responsibility. Staff have also sought work experience for one child in an area of interest. This child is being prepared for employment, developing CVs and seeking apprenticeship opportunities. A '50 things I will do before I leave' booklet contains achievable tasks to give children the skills to manage independence.

The home is well decorated and maintained. It is clean and provides a calm and homely environment. The children's bedrooms are personalised and a space they are proud of. There is a lot of laughter and fun in the home. The home reflects the nurturing care and stability afforded to the children.

Children are enjoying a variety of activities, both in the home and the community. Activities are tailored to suit the children's interests and include dining out, cooking, ice skating, swimming and visiting local attractions. These activities enable children and staff to enjoy time together and encourage social interaction. Staff capture significant events and milestones and celebrate success in a memory book for each child.

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

Staff understand their safeguarding roles and responsibilities. They have an empathetic approach, irrespective of behaviours that may present as a challenge to them. This helps children to develop trust in the staff and their ability to keep them safe. Children feel safe to talk about their life experiences. This helps staff to support and manage current risks.

Staff complete safeguarding training and regularly discuss safeguarding issues in team meetings. This is a reflective space to consider risk management. The manager has developed relationships with a range of local teams and professionals to enhance safeguarding practice. Additional training from external providers and local services has broadened opportunities for staff development and learning.

The manager has established a relationship with the local police community support officer responsible for children going missing from care. He has provided training, support and advice to the staff team in this area. This helps the staff understand the risks associated with children going missing and what they can do to mitigate this risk. Incidents of children going missing from home have been managed effectively.

One child has been missing from the home on a few occasions. Clear policies and procedures are in place for when this happens. Staff recognise the risks associated with children going missing from care. They respond well at the time and work closely with the professional network and the child on their return. The staff team has collaborated with the social worker and child to look at reducing risks associated with going missing. The risk assessment and behaviour support plan were updated

with the child contributing. This has resulted in them having a mobile phone, where they have downloaded a location app. During free time, this child is keeping in contact with staff, which has reduced the associated risks.

Risk assessments and safety plans are thoroughly written and implemented. They are updated after each incident and amended where necessary. The updates are reviewed by the staff team to embed awareness and consistency in keeping the children safe. As a result, records are meticulous and accurately reflect the most current needs of the children. This helps staff mitigate the potential risks for the children. Staff are always eager to develop their understanding of the children's emerging needs.

The responsible individual is an accredited trainer in de-escalation and intervention techniques. He is passionate about the staff team knowing the children well to ensure there is an individualised response for each de-escalation technique. Children have comprehensive positive handling plans, which help staff to understand how each child may respond to triggers and the emotional impact. The plans advocate for early observations and de-escalation skills so physical intervention is only used where necessary.

There is a thorough response to children's complaints and allegations. Appropriate communication takes place with the professional network. Even when children have retracted or wished to withdraw their comments, the manager always takes a proactive response. Children are helped to understand any allegations will be taken seriously and investigated. The manager ensures that children and involved adults are kept updated and supported throughout.

The effectiveness of leaders and managers: outstanding

The home is managed by a committed and experienced manager. This has ensured consistency and stability throughout the workforce. The manager is supported by an equally dedicated responsible individual, who knows the staff and children well. The management team has high aspirations, is actively engaged and interacts with staff and children. Managers are excellent role models and lead by example.

The manager understands the strengths and areas of improvement in the home. Recruitment and retention of staff have been a challenge. Leaders are keen to employ staff who align with the home's vision and can build strong relationships with children. Life experience and the ability to demonstrate resilience are valued over qualifications alone. The staff team is near full capacity. Most staff have the required residential childcare qualification, with two staff working towards this. There is a balanced mix of staff in terms of age, gender and culture, which provides diverse role models and fosters a strong and supportive culture.

Staff complete a comprehensive induction programme. There is a mix of online training and face-to-face external training, which ensures that staff remain up to date with good practice and children's evolving needs. There are strong relationships and

engagement with external agencies. This resource has enabled staff to have specialist training in key areas such as drug and alcohol misuse, exploitation, emotional conflict, attachment disorder and areas of practice such as trauma, sexual health, vaping, diet and nutrition.

The manager also develops practice through research and learning from serious case reviews relating to children's residential care. One study focused on allegations that staff groomed children to sell drugs. Staff were encouraged to consider what they may observe, how they would feel if this was their home and the use of the whistle-blowing policy.

The model of care is the 'PACE' (Playfulness, Acceptance, Curiosity and Empathy) model of care. This is embedded through care plans, individual sessions and discussions with staff. Training is enhanced by activities where staff can build on the learning in areas such as early life trauma, impact on attachments and examples of practical ways to build on relationships, trust and resilience.

The manager has robust systems in place to support and monitor performance and the quality of children's care. Oversight is evident in children's planning and risk management documents. Staff have regular supervision discussions and attend team meetings. These opportunities allow staff to reflect and discuss children's needs, receive support and ensure high-quality care is provided. Staff feel engaged and fulfilled at work, contributing to the stability of the home environment.

The manager is keen to develop leadership potential. Staff are given additional responsibilities, overseeing specific areas of the home. This distribution of leadership approach strengthens the home's overall performance and promotes career development and key skills.

No requirements or recommendations have been made following this inspection.

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 Limited

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

Responsible individual: Duncan MacKenzie

Registered manager: Krisna Sisodia

Inspector

Tazim Akhtar, Social Care Inspector

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