

1221437

Registered provider: Potensial Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a large, national provider. It is registered to provide short breaks for up to 5 children at a time with disabilities and associated needs. There are currently 20 children who visit for short breaks and 6 children who receive extended breaks. During the inspection 8 children were visiting.

The manager registered with Ofsted in March 2016

Inspection dates: 17 and 18 February 2026

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
26/06/2023	Full	Good
14/06/2022	Full	Good
23/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

This home is bright, warm and vibrant and has a wonderful busy but homely feel. Children were seen to be happy to come through the front door and made themselves at home quickly. Parents report that their children love coming to stay.

All the children receive their assessed number of stays, with some being able to have increased stays. Staff are nurturing and invested in the children. Staff take time to offer children choices. Staff observe children's behaviours when children are unable to express what they would like which informs the support they provide well.

Children are treated with dignity and respect by staff. They have the same room each time they stay, which is personal to them with their own bedding and soft toys. Staff work hard to understand children's personal care needs and support their independence.

Staff are struggling to support some children to understand the impact of puberty. At times children are frustrated or distressed by this, which has resulted in children being upset. Staff have good relationships with children's parents to support children with this. However, support from health professionals has not been sought. This is a missed opportunity to help both children and parents with informed advice about this area of children's development.

Children have fun-filled stays. There are lots of activities on offer in the home from games and films nights to swimming and trips to the park. These memories are captured well in photo books and in displays around the home. Children also receive a monthly achievement record, which is shared with their family.

Children are making progress. The staff work hard with parents and schools to support children to develop. Targets set for children are wide and achievements are captured as they happen. However, it is not clear how progress is tracked in respect of smaller goals for children.

Children are provided with food in line with what they like and what they have at home. They are encouraged to make choices about food. Some children have limited diets, but the modelling of varied, healthy, menu choices, aromas of enticing food and sitting together for mealtimes is limited.

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

Children's parents say that their children are safe here. Parents spoke of how reassured they feel knowing their child is safe during their stays. Children's stays are well planned with family and professionals being involved in this. This planning helps staff to support children and their individual needs.

Risks to children are understood by staff well. Staff have close relationships with parents and professionals which promotes joined up thinking about children's care needs. Information is also shared promptly so that children receive the right support. There have been very few serious incidents and no physical interventions. Children's plans give clear guidance to staff on how to calm situations, offer distractions or change dynamics.

Some restrictions are in place to keep children safe. The front door is locked, and window restrictors are in place. These are agreed restrictions with families and professionals, and the assessment of their use is detailed in children's plans. Managers have a good understanding about restrictive practice. Where restrictions are necessary, the manager has sought advice from professionals and considered more discreet options where possible.

Concerns about staff practice are explored and quickly dealt with. Advice was sought appropriately from the local authority designated officer on one occasion.

Training has been provided to support children with specific health needs. Staff work in close partnership with parents and medical professionals. Guidance to the team is clear about what is needed and the staff know the children's plans well.

Safer recruitment processes are in place. When full references have not been detailed, the manager ensures safeguards are in place promote children's safety. These include no lone working until all the required recruitment checks are completed.

The effectiveness of leaders and managers: good

The home is run by an experienced and inspirational manager, who knows the children well. A real strength of this home is how closely staff work with families to support the children. The manager themselves attends review meetings for children. This helps to link school, home and the child's time here together.

Leaders and managers have ensured there is a stable staff team. Staffing changes have been addressed at an early stage. This includes embedding new staff when other staff are on extended leave prior to the leave period, for example covering maternity leave. Children are receiving their assessed needs and some children's breaks have been increased. Parents speak of the vital service they receive, enabling them to better support their children.

Managers are reflective and keen to make improvements. The manager is aware of the shortfalls and what is needed. Time with children and staff is prioritised by the manager. Careful consideration is given to children's stays, and which children would enjoy spending time with each other.

Guidance to the team is clear with quick summaries and overviews in place. This provides crucial guidance in an emergency. The team discuss children in supervision and team meetings which helps staff to provide a cohesive approach. Staff say they feel supported, including benefiting from daily contact with managers.



Feedback from professionals and parents is overwhelmingly positive. They described receiving excellent communication and support from staff. Parents highlighted how essential the service is for them as a family. More than one parent said: 'I don't know where we would be without them.' The only suggestion for improvement is that there should be more provision.

What does the children's home need to do to improve?

Recommendations

- The registered person should seek to involve health professionals to support children's sexual health development and provide advice. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.11)
- The registered person should ensure that care is personalised and that each child has clear goals they can achieve. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.2)
- The registered person should ensure that children are provided with nutritious meals. Opportunities for children and staff to sit together to eat should be promoted. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.8)

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: 1221437

Provision sub-type: Children's home

Registered provider: Potensial Limited

Registered provider address: Potens, 68 Grange Road West, Birkenhead CH41 4DB

Responsible individual: Bettina Jeppesen

Registered manager: Sarah Kington

Inspector:

Nickie Doney, Social Care Inspector

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