

1244946

Registered provider: Wigan Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a local authority. It provides care for up to 2 children who may experience social and emotional difficulties or have mental health difficulties.

At the time of this inspection, one child was living at the home.

The manager registered with Ofsted in July 2024.

Inspection dates: 3 and 4 February 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: 18 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Good
19/03/2024	Full	Good
29/11/2022	Full	Good
15/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff go above and beyond to create an environment of fun and laughter for the child. Staff prioritise spending time with the child. They engage in the child's favourite activities, such as imaginative play and football, with energy and enthusiasm. Staff promote the child's hobbies and regularly watch them playing in football matches, even in their own time.

The quality of relationships between the child and staff are excellent. Staff demonstrate playful and nurturing care. A key staff strength is that they take the time to listen to the child, explore their feelings and help them to have their voice heard. These positive relationships help the child feel safe to share their feelings. As a result, the child is beginning to regulate their emotions more effectively.

Staff make every effort to include the child in discussions about their care. The child attends some team meetings and team building days where they can share their views. As a result, the child feels fully involved and valued.

The child has good attendance at school and staff work closely with the school to support the child's learning. A teacher reported that there is 'good, open communication' with staff at the home. The manager challenges education professionals when she feels that decisions are not made in the child's best interests. The manager and staff provide practical support to ensure that the child continues to attend school regularly, despite any challenges they may face.

The child is provided with highly personalised care. The child's plans are detailed and demonstrate that the manager and staff have a thorough understanding of the child's individual needs and focus on providing nurturing care. Staff complete thorough monthly reviews of the child's progress and achievements and identify any support needs.

Staff promote the child's health and wellbeing. They work closely with health professionals and follow their advice, for example, in relation to providing a healthy and balanced diet. Staff are creative in their approach to encouraging positive hygiene routines, including foot spa's, time in the paddling pool and bubble baths. This supports the child's progress whilst providing fun experiences.

The manager understands the importance of family for the child and is tenacious about promoting their relationships when appropriate. The child's social worker says that the manager is a strong advocate for the child and has good ideas to promote and maintain the child's relationship with their family.

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

There is a strong safeguarding culture within the home. Staff have an excellent

understanding of the child's behaviours and risks. The risks for the child are managed exceptionally well and support the child to have positive experiences, such as playing out with friends or having friends at the home for tea.

There has been a reduction in incidents when considering the child's starting point. Staff have a calm and consistent approach when managing incidents which results in them being managed effectively. Staff are skilled at de-escalating techniques and physical interventions take place only as a last resort to keep the child and staff safe. Staff reflect on their practice following incidents and consider the impact on the child. They take learning from incidents to continually develop their practice and improve the care provided to the child.

Staff make excellent use of the PACE model of practice. They continually demonstrate curiosity to better understand the child's emotions and help them to manage their emotions more effectively. Staff provide playfulness and acceptance to repair and move on from incidents. Staff ensure that the child is treated with unconditional positive regard and that positive behaviour is promoted through consistent praise.

The risk assessments in place to support staff in safeguarding the child are personalised and thorough. The assessments are written sensitively and to the child in language that they understand. They have been regularly reviewed and updated to ensure that they are reflective of the child's current circumstances. The clear guidance in plans ensures a high level of consistency in staff practice.

There have been no incidents of the child going missing from the home. Staff are aware of the actions they need to take if the child goes missing from the home.

The effectiveness of leaders and managers: outstanding

The manager is suitably experienced and skilled and is enthusiastic, inspiring, and committed to providing therapeutic and trauma-informed care. The manager has a genuine interest in understanding the child's experiences and explores relevant research to find additional ways to support the child and improve their care. The manager is supported by a deputy who is equally child focussed. They both prioritise ensuring the child feels loved and consider this in all that they do.

There is effective management oversight of the home. The manager is highly reflective of staff practice and the impact upon the child. There are clear systems and processes in place for effective monitoring that focuses on continually developing staff practice and improving the quality of care provided to the child.

Leaders and managers have embedded a culture of openness and reflection within the staff team, which creates a positive dynamic at the home. Staff hold leaders and managers in high regard. One member of staff said, 'Management are responsive and supportive' and all staff spoke of having regular support through supervision. Another member of staff reported that they feel listened to and valued by other staff members and leaders and managers.

Team meetings and handovers are well utilised. Staff demonstrate collaborative working, where everyone shares opinions and reflections to ensure that they continue to provide consistent levels of high-quality care to the child.

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: 1244946

Provision sub-type: Children's home

Registered provider address: Wigan Metropolitan Borough Council, Town Hall,
Library Street, Wigan WN1 1YN

Responsible individual: Steven Swinhoe

Registered manager: Katherine Hughes

Inspector

Hayley Smith, Social Care Regulatory Inspector

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