

1247212

Registered provider: Exceptional Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider and offers care for up to four children who may experience social and emotional difficulties. Three children can live in the main part of the house, and one child can live in the attached apartment.

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

The manager has been in post since September 2024 and has applied to register with Ofsted.

Inspection dates: 5 and 6 March 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 November 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2023	Full	Good
28/02/2023	Full	Good
19/01/2022	Full	Good
18/02/2020	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, three children have moved out of the home and two children have moved in. Some of these moves have been unplanned or quicker than expected. Nevertheless, the staff have responded appropriately to minimise any negative effects on the children.

Children say that they enjoy living in the home, and they have all made good progress since they moved in. They get on well with each other and have strong relationships with the staff, based on mutual respect, trust and warmth.

The home is a large, detached property surrounded by farmland. It is decorated and maintained to a high standard, and the staff ensure that the children are involved in decisions about the decor. Children's bedrooms are personalised, clean and well furnished.

Three children attend school and are doing well. However, one child is not currently attending. The staff worked hard to prepare the child for a return to school but this has been affected by change in their care planning. The staff and the child's local authority are continuing to support the child ahead of their exams in the summer.

Children's relationships with their families have improved since living at the home. For some children, this has resulted in increased and unsupervised visits. The staff have developed positive relationships with families to benefit the children and support these important connections. Additionally, children have many opportunities to maintain and establish friendships.

Children's talents and interests are encouraged and celebrated. Children's artwork and trophies they have been awarded are displayed in the living room. Staff ensure that the children know they are proud of them.

Staff have regular conversations with children about their care. Children participate in their own reviews and receive support to voice any concerns or complaints that they have. The staff use innovative approaches to support children in understanding their emotions. Their genuine curiosity and playfulness have a significant effect on children and their development.

Children's health needs are well met. The staff ensure that children receive any outstanding or required treatment to support their physical well-being. Additionally, the staff receive support from the organisation's therapist to promote children's emotional well-being.

Staff support older children in preparing for the next stage of their lives by following a detailed independence plan. The children work well with this process, which means they

are learning important skills, including budgeting, cooking, using transport, and preparing for employment.

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

The children are supported by staff who know them well and understand their individual risks. Staff are guided by robust plans that are regularly reviewed. Staff have a good understanding of safeguarding children and follow procedures correctly. As a result, significant risks have reduced for children since living in the home.

It is rare for children to leave the home and not return. However, when they have, the staff have worked closely with others to ensure the children's safe return, and children have been welcomed back by nurturing and responsive staff.

Several new members of staff have joined the team since the last inspection. While recruitment files include the required checks, the manager has not identified or explored the gaps in some staff members' employment histories. This means that the manager cannot be assured of the staff's suitability to work at the home.

Any concerns relating to staff practice are swiftly and appropriately addressed by the manager and shared with the relevant professionals to ensure that children are safe.

Staff support the children to manage their behaviour. Incidents are rare, as staff are skilled in de-escalating situations, using the training they have received.

The effectiveness of leaders and managers: good

The staff say that they feel supported by the manager and that the team is now more stable following several changes to the management of the home.

The manager leads a committed and motivated team of staff who have high aspirations for the children and work with them and others to help them reach their full potential.

The staff receive a thorough induction to the home, which they say has provided them with the knowledge and confidence to support the children well. Additionally, supervision sessions benefit the staff by providing opportunities to develop their skills and knowledge.

The manager is confident in raising any concerns and, when appropriate, escalating them in the children's best interests to ensure that they receive high-quality care from other professionals involved in their lives.

Team meetings are regular, and discussions are child focused. Actions are reviewed to ensure accountability and to assess their impact. The manager has good systems in place to ensure that she has a thorough oversight of staff practice and the children's progress and experiences.

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

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) This relates specifically to the registered person ensuring that all staff have a full employment history, together with a satisfactory explanation of any gaps in employment, in writing.	18 April 2025

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: 1247212

Provision sub-type: Children's home

Registered provider: Exceptional Care Limited

Registered provider address: Malthouse Business Centre, 48 Southport Road,
Ormskirk L39 1QR

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Kerri Lynch, Social Care Inspector

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