

# 1263673

Registered provider: Restorative Social Care Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company. It provides care for up to three children who may experience social and emotional difficulties and/or learning disabilities.

Three children were living in the home at the time of this inspection, and all the children were spoken with.

The manager registered with Ofsted in February 2025.

### Inspection dates: 28 and 29 October 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 25 February 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 25/02/2025      | Full            | Good                 |
| 11/03/2024      | Full            | Good                 |
| 19/01/2023      | Full            | Good                 |
| 11/01/2022      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children have trusted relationships with staff. Children say that they like speaking to the staff and are happy living in this home. Staff understand the children's needs and make themselves available for children. This helps children to manage their emotions and promotes positive behaviour. There is a caring ethos, and children are well supported.

All the children are in education and are making good progress from their individual starting points. Children are achieving and learning. This progress is further evidenced through regular meetings where children's achievements are discussed and feedback from professionals is positive. Children are proud of their achievements and value the certificates that they are presented with.

Children are listened to, and their wishes and views are valued and actively sought. Children are encouraged to take part in a wide range of activities, including horse riding and after-school activities. Children said that they like to play on the swings at the park. All the children have the opportunity to go on holiday. Activities and celebrations are recorded in the children's personalised memory books, which are thoughtful and child friendly.

Children's health needs are met. Staff ensure that the necessary health professionals are involved in the children's care, helping children to get the help that they need. Children are supported to attend appointments in response to their physical, mental, and sexual health needs. Medication is well managed by the staff and supports children to remain well.

Children are supported to have quality time with their families. Children are helped by staff to make safe decisions about who they spend time with. Staff advocate for children, but also highlight concerns to the relevant professionals if needed. This ensures that children's time with their family is appropriate and safe.

When children move in or out of the home, it is thoughtfully planned, and the needs of children are prioritised. The children's guide helps children to understand the home. Younger children who move to the home are introduced to a 'teddy bear booklet' and a matching teddy who is waiting for them to move in. Staff use the teddy to show children the home, help them to communicate, and feel welcome and secure.

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

Children said that they are safe, happy and like the staff. One child rated the staff as '10 out of 10' for making them feel safe. Staff make sure that information is shared with children in an age-appropriate way. This meets their individual learning needs. Staff have used key-work discussions to help educate children about safe touch and keeping

themselves safe. Children can apply their learning, helping them to protect themselves from harm.

Relationships between children are well managed. Staff ensure that children are supported in a way that encourages them to develop friendships, skills, and a sense of self. This helps children to understand acceptable behaviour and maintain and build positive relationships.

Positive behaviour is consistently promoted. Children have clear boundaries and expectations that help them to feel secure. Staff use effective de-escalation techniques, and the number of incidents is reducing. However, children do go missing from the home. Actions are taken by the staff to try and prevent these incidents and understand why. The staff create a homely environment for children to return to. However, when children request additional support to manage their emotions following an incident, this is not effectively responded to. Additionally, when serious incidents occur, Ofsted is not notified without delay.

The physical environment for children is well managed and protects children from harm. The manager's review of the premises is reflective of the local area and there is consultation with relevant people. Some children have evacuation plans in place that may be necessary in the event of a fire. Children said that staff are helping them to understand these plans.

### **The effectiveness of leaders and managers: good**

Children said that the registered manager is 'very nice' and a 'good listener.' She is a caring and supportive professional. The manager is ambitious for the children in her care and has high expectations of the staff. Staff described the manager as 'caring, willing to listen and supportive.' Staff said that the manager models a structured and consistent approach to care that benefits children. Staff speak positively about the team and said that they all work well together and help each other.

The needs of the children are the focus of staff meetings. The training needs of the staff are regularly reviewed. The manager ensures that training is reflective of the children's needs and risks. Supportive staff supervisions are carried out and the records evidence the support and guidance that is given to staff. However, supervisions are not carried out in line with provider expectations.

The home is warm, homely, and welcoming, with the decoration and furnishings being reflective of a domestic family home. The home is well maintained, and there are safe areas and space for children to play both indoors and outdoors. The home is open and accessible for children and is supported by ongoing development plans and an effective audit schedule. However, when modifications are made to the environment, such as the use of bedroom door alarms, these are not kept under regular review.

The quality of professional relationships is very good. There is regular contact with a wide range of external professionals and outside agencies. The manager will challenge

others when decisions are not in the best interests of children. Feedback from professionals was overwhelmingly positive. They described how they have regular and detailed communication with staff, which evidenced staff's in-depth knowledge of the children. One professional said, 'I cannot fault the care provided.'

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

### Statutory requirements

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         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p> | 31 December 2025 |

### Recommendations

- The registered person should ensure that any modifications to the home are intended to safeguard the child's welfare. All decisions should be informed by an assessment of that individual child's needs, be properly recorded and be kept under regular review. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15 paragraph 3.10)
- The registered person should ensure that each child's day-to-day health and well-being needs are met. Children should be offered additional help to manage their emotions when this need is identified or requested. ('Guide to the Children's Homes Regulations, including the quality standards,' page 33 paragraph 7.3)
- The registered person should ensure that staff supervisions enable staff to reflect and act on how their own feelings and behaviour may be affected by the behaviour of the children. Supervisions should be carried out as per the provider expectations. ('Guide to the Children's Homes Regulations, including the quality standards,' page 39 paragraph 8.15)

### 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:** 1263673

**Provision sub-type:** Children's home

**Registered provider:** Restorative Social Care Services Limited

**Registered provider address:** 69a Saddleworth Road, Halifax HX4 8AG

**Responsible individual:** David Copping

**Registered manager:** Faiza Naveed

## Inspectors

Jo Cansfield, Social Care Inspector

Mel Turner, Social Care Inspector

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