

1265092

Registered provider: 4 Pure Heart Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It can provide care for up to six children with emotional and social difficulties.

There were five children living in the home at the time of the inspection. Four of the children spoke to the inspectors about their experiences of living in the home.

The manager has been registered with Ofsted since July 2022 and holds the relevant level 5 qualification.

Inspection dates: 11 and 12 March 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: 19 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2024	Full	Good
11/10/2022	Full	Good
10/08/2021	Full	Good
05/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive high-quality individualised care and all are making exceptional progress. Staff are highly committed to supporting children and have an excellent understanding of their needs. One child said, 'This home is amazing. It is like a proper home; I love it here.'

Two children have moved into the home in a well-planned way. The manager fully assessed that he could meet the children's needs. Two children have moved out of the home since the last inspection. One child returned to their parent's care, having made significant progress with support from staff. The other child moved to a supported accommodation. Both moves were well planned and supported well by the manager and staff. Staff have remained in touch with the children and continually offer support and guidance, including when they have had difficulties in attending education.

Children have developed positive, trusting relationships with staff with genuine warmth and nurturing care. One child shared that 'staff are amazing' and other children stated that the best thing about living in the home are the staff. A social worker expressed, '[The child's name] is settled, secure and happy in staff's care.'

Children want to spend time with staff. Together, they are working towards a UNICEF respecting rights silver award, after already having achieved the bronze award. This includes working together on community-based projects supporting other vulnerable people in the local area.

Children's health and well-being have significantly improved because of support from staff. Staff support children to attend all health appointments and regularly educate them on health issues. The manager works closely with other health professionals to support children's physical, emotional and positive mental well-being. Children have welcomed a fully trained mentor dog and each child regularly spends time with her, sitting, playing and taking her for walks. One social worker expressed, 'The dog has had a positive effect on [name of child's] well-being.'

All children attend an education provision. Staff will visit children at their provision if they are upset or require support. One teacher said, 'Staff will come and support when needed and this has resulted in the child remaining in school.' Staff celebrate and reward children's educational achievements and incentivise attendance when appropriate.

Staff support families to rebuild relationships with their child. They support parents to have access to community resources when needed, so they have appropriate support to enable quality family time to take place. Staff take one parent to their child's weekly rugby matches. This has helped the child and parent to have positive shared memories.

Staff support children to participate in activities, develop their hobbies and give them opportunities to try new experiences. One child has recently been on their first holiday abroad to see the northern lights in Iceland, which they had always wanted to do.

Children's achievements, strengths and interests are celebrated. These are displayed in high-quality, individualised memory books. Staff also create videos of the photos so that children can take them with them when they move on from the home. Children have also been supported to seek work experience or a part-time job. This helps children to develop essential independence skills.

The home environment is well maintained and decorated to a high standard. It is welcoming and bright, photos of children are displayed around the home and there are age-appropriate books, toys and games. The children have three lounge areas they can use so they can choose to spend time together or have time alone. This means that children live in a safe environment.

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

The safety of the children is consistently at the centre of staff's practice. Staff have an excellent awareness of the risks to children. Children become increasingly safer due to the effectiveness of staff's actions to protect and support them. One parent said, '[Name of child] is being well looked after and the staff could do nothing more to keep them safe.'

Children said that they feel safe and trust the staff, and if they had any concerns or worries, staff would listen to them. There has been one complaint, which was addressed by the manager appropriately. Children's views are captured in day-to-day practice, including how they like staff to respond when they are upset or angry. As a result, children feel heard and involved in the decisions about their lives. Additionally, all children can have access to an advocate.

Staff have an excellent understanding of children's risk and vulnerabilities. Risk assessments are clear and give guidelines to staff on how to manage and minimise risks. Staff work with other professionals and have regular discussions with children around keeping safe, internet safety, personal safety and the dangers of drugs and alcohol. This has resulted in children understanding their own vulnerabilities and making safer choices.

Safeguarding practice is excellent. When children do not return home at the agreed time, staff manage this well. Staff take steps to locate the child and ensure that their safety is paramount. Staff work closely with other professionals to ensure that the child returns home safely. As a result, missing-from-home incidents have reduced.

Positive behaviour is supported by staff through strong relationships. Staff talk to children after each incident to look at ways that they can support children to express their emotions and feelings of frustration in a safer way. Incidents of behaviours have significantly reduced.

Physical intervention has been used on one occasion to keep a child safe. The child was supported after the incident to reflect on their feelings and understand why the hold was necessary. The manager has clear oversight of the records, to look at triggers and provide any additional support required to prevent further incidents.

The effectiveness of leaders and managers: outstanding

The manager is qualified, dedicated, knowledgeable and has high expectations of the staff team. The manager is supported in his role by two deputy managers, who share the same aspirations and high standards. Staff are child centred and share the same enthusiasm for improving children's lives.

The manager and staff have developed excellent working relationships with other professionals and ensure that children's needs are being met. The manager escalates any shortfalls identified in other services and holds them to account to ensure that everyone is working in the best interests of the children. The manager has been instrumental in securing education placements for children.

All professionals are extremely complementary about the staff and the care that they provide to children. One independent reviewing officer said, 'They are amazing. The best home I have worked with, and I have been an IRO for 10 years. They go above and beyond.'

There is a highly motivated and stable staff team in place, whose members are clear on the ethos of the home. The manager and deputies provide excellent support, guidance and encouragement to the staff team. Staff receive regular, reflective supervision sessions and annual appraisals. Staff say that they feel supported by the management team.

There is a comprehensive training programme available to staff to help develop their skills and knowledge. The manager is proactive and is a strong advocate in the continual development of the staff team. Through his guidance and support, staff have opportunities to develop their practice. This gives staff confidence to take on other responsibilities.

Team meetings are an opportunity for staff to reflect and share ideas. The manager ensures that there is research-based guidance and discussions in each meeting, including effective ways to increase children's self-esteem and confidence.

The manager has robust systems in place to monitor the progress that children make. The manager continually looks for ways to develop the care provided to children. He uses the feedback from the independent person's monthly visits and has completed a quality review report. Feedback from children and professionals has been collated. However, the manager and independent person have not evaluated the feedback from parents or staff to give them a full overview of the care provided.

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

Recommendation

- The registered person should ensure that they have a system in place which allows them and the independent person to gain and monitor the feedback from parents and staff in developing the quality of care provided. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 1265092

Provision sub-type: Children's home

Registered provider: 4 Pure Heart Limited

Registered provider address: 3 Atlantic Business Centre, Atlantic Street, Broadheath, Altrincham WA14 5NQ

Responsible individual: Ranjit Bains

Registered manager: Gareth Lancaster Stowell

Inspectors

Simon Jones, Social Care Inspector
Kitty Wiper, Social Care Inspector

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