

1278022

Registered provider: Independent Living Services (North West) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and is registered to provide care for up to 2 children with social and emotional difficulties.

The manager registered with Ofsted in April 2025.

There were 2 children living at the home at the time of this inspection. Both children spoke with the inspector to share their experiences of living at the home.

Inspection dates: 3 and 4 March 2026

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: 20 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2025	Full	Good
15/10/2024	Full	Inadequate
21/11/2023	Full	Good
22/08/2023	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience warm, individualised care that is shaped around their individual needs, preferences and histories. Staff know the children well and use daily routines, key work and therapeutic input to help them make steady progress. The supportive environment has a clear, positive influence on children's confidence, stability and emotional wellbeing.

Relationships at the home are strong. Children have trusting bonds with staff and speak openly with them about any worries, friendships and family life. Communication with social workers, education providers and parents is effective, helping to ensure that everyone works together to support children's plans and progress.

Children make meaningful progress in their health, emotional wellbeing and social development. Staff advocate strongly for children's access to health services and challenge any delays.

Although education remains a barrier for both children, staff have secured tuition, online learning and creative alternative approaches. This has led to stronger engagement than in their previous placements.

Children's views are listened to, and influence daily life, routines and how support is offered. Staff understand each child as an individual, including their triggers, interests and preferred ways of communicating. Children's rights are promoted through regular discussions, choice making and work around identity, relationships and staying safe.

Children take part in activities, spend time with family and have positive, shared experiences with staff. They benefit from predictable routines and a homely environment where their emotional needs are understood and responded to sensitively.

Transitions in and out of the home are well planned and are handled carefully. Children who move out of the home are supported through clear planning, multi-agency work and ongoing contact to support independence. Staff support children who have left the home to develop their education, independence and healthy relationships. Children placed locally benefit from maintained community connections, reducing risks and promoting stability.

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

Staff understand each child's risks well and use up-to-date plans to guide their work. Risk assessments are regularly reviewed, and staff take prompt action when concerns arise. This helps children to feel safer and more supported as their needs change.

Children who were previously at risk of harm or of going missing from the home receive strong multi-agency responses. Episodes of children going missing are followed up thoroughly, with good communication between staff, the police and social care. The children currently living at the home do not go missing, and staff supervision has reduced risks significantly.

Behaviour is managed calmly and consistently. Staff use praise and consistent routines to help children feel secure; consequences are natural rather than specific. This approach creates a settled home where children understand expectations and feel respected.

Safeguarding arrangements are strong. Staff recognise the signs of risk, including emotional distress, unhealthy relationships and sexual health concerns. They share information promptly and challenge other agencies when responses are too slow.

Training and therapeutic guidance help staff respond to children's behaviour and safeguarding concerns with sensitivity and confidence. Regular consultations and clear development plans ensure that staff have the skills they need to keep children safe. Newer staff are supported well and understand safeguarding procedures.

Children benefit from warm, trusting relationships with staff, who listen carefully and involve them in decisions. Daily routines, clear communication and close links with families and professionals help keep children safe. As a result, children feel settled, valued and increasingly confident in their own safety.

The effectiveness of leaders and managers: good

The manager has a clear vision for the home and sets high expectations for the quality of care. They work hard to ensure that each child receives individualised care and support that reflect their needs, history and goals. Staff understand these expectations and value the strong direction provided by the leadership team.

Staff have a detailed understanding of each child's progress. They track education, health and emotional wellbeing closely and intervene quickly when progress stalls. They challenge partner agencies when support is slow or insufficient, ensuring that children's plans remain active and purposeful.

Staff feel well supported and speak highly of the environment created by managers. Supervision is regular and reflective, and staff describe leaders as approachable and available. Training is tailored to the needs of the children, with therapeutic input and development pathways available to all staff, including new starters.

The manager understands the strengths and weaknesses of the home. They carry out routine audits, review incidents and seek external input from the responsible individual. When concerns arise, such as gaps in documentation or issues linked to staffing, they take prompt action to prevent shortfalls and improve practice.

Children's views are routinely sought and influence practice. Leaders encourage staff to listen carefully, adapt approaches and celebrate children's individuality. Equality, diversity and tolerance are actively promoted, creating a home where children feel valued, respected and able to express themselves safely.

The monthly reports completed by the independent person are not consistently submitted to Ofsted.

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
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must provide a copy of the independent person's report to— HMCI. (Regulation 44 (1) (7)(a))	2 April 2026

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: 1278022

Provision sub-type: Children's home

Registered provider: Independent Living Services (North West) Limited

Registered provider address: Suite 4 Ena Works, Volunteer Street, St Helens, Merseyside WA10 2AY

Responsible individual: Emma Thornton

Registered manager: Kirsty McArthur

Inspector

Paul McKay-Smith, Social Care Inspector

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