

2495397

Registered provider: Future Focused Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider and provides care for up to two children who may experience social or emotional difficulties.

At the time of this inspection, two children were living at the home. Both children were spoken to as part of the inspection.

The registered manager has been in post since July 2024.

Inspection dates: 20 and 21 January 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: 10 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Good
19/09/2023	Full	Good
27/09/2022	Full	Good
22/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with the manager and staff. Staff are nurturing and therapeutic in their approach. They take time to listen to the children and understand their needs. This supports the children's progress and emotional wellbeing. Positive interaction between staff and the children was observed during the inspection.

Children have made progress from their individual starting points. They are able to access support from the home's therapist. For one child, their individual risks have reduced and they are now able to have free time in the community.

Staff support children to engage with education. For one child who does not currently have an education placement, staff are creative in engaging the child in educational activities in the home and in the community.

Staff provide a range of opportunities for children to engage in activities aligned to their interests, including arts and craft, visits to the farm and golfing. These experiences are captured in memory books, helping children to reflect on and celebrate their achievements.

For one child who wished to spend time with a family member, the manager advocated on their behalf and worked collaboratively with the local authority to facilitate safe and meaningful family time.

The home is a fun, calm and welcoming environment. Children were involved in the decoration of the Kitchen. The home is re-themed each month based on a topic chosen by the children. During this inspection, the theme was 'carnival'. The home also has a chicken coop in the front garden and the children enjoy helping to collect the eggs.

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

Children say that they feel safe at the home. Staff have a good understanding of children's individual risks and vulnerabilities. Children contribute to their own risk assessments and plans. These provide clear strategies and guidance for staff to follow to safeguard children. This ensures that there is a consistent approach to safeguarding children.

Staff use therapeutic approaches to support children when they are in distress, helping them to manage their emotions more effectively. As a result, staff are able to de-escalate incidents without the need for physical intervention and there have been no incidents where children have been physically held.

The manager responds appropriately when children make complaints. They ensure that each complaint is reviewed and that appropriate action is taken. Children are informed of the outcome of their complaint, which makes them feel heard and listened to.

When children go missing from the home, staff follow clear procedures to ensure that children return home as quickly and safely as possible. Children engage in work with staff to help them understand the reasons why they go missing and identify any areas of support required. However, records of these incidents do not always provide clear information about the circumstances of children going missing and the action taken by staff.

When staff become aware that a self-injury incident has occurred, they respond appropriately by offering support and medical assistance to the child. However, staff do not record these incidents correctly, resulting in debriefs not being completed and no management oversight. This is a missed opportunity to learn from incidents and strengthen staff practice.

Leaders and managers respond appropriately when allegations are made by children. Information is shared with relevant professionals in line with safeguarding procedures. Outcomes are shared with children in a sensitive and age-appropriate way and records of allegations are detailed. However, Ofsted is not always notified of allegations, as required.

The effectiveness of leaders and managers: good

The home is led by an experienced registered manager who is self-reflective of their own practice. They are child-focused and therapeutic in their approach. The manager is committed to the children and knows them well.

Staff say that they feel supported by their leadership team. This contributes to good retention of staff and consistency of care and support for the children. Staff receive regular supervision, which provides opportunities for them to reflect on their practice and identify any additional training or development needs.

Leaders and managers are strong advocates for the children. The manager escalates concerns and challenges professionals and external agencies to ensure that the children's needs are met and that their rights are upheld. There is good communication with professionals.

Staff benefit from regular team meetings. These provide staff with opportunities to reflect on the care being provided to the children and any concerns. The manager meets with the home's therapist fortnightly to seek guidance on how best to meet the children's individual needs.

Staff have access to a range of training opportunities, delivered both online and face to face. They have completed the required training identified by the manager to ensure that they are equipped to meet the needs of the children in their care.

Systems are in place to review staff practice and identify any patterns or trends in relation to incidents. While there is evidence that these monitoring systems are effective at times, they do not consistently identify shortfalls in staff practice. For example, not all room searches are recorded. This limits the home's ability to fully understand and address areas requiring improvement.

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 maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) This specifically relates to the registered person ensuring that when a child goes missing from the home, there is a clear record of the incident including details of when staff leave the home to search for the child. Additionally, there should be clear records of self-injury incidents and room searches.	14 April 2026
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e)) This specifically relates to the registered person ensuring that Ofsted is informed of all serious incidents, including any allegations made by children against a person working within in the company.	14 April 2026

Recommendation

- The registered person should ensure that they maintain good employment practice. They must ensure that all forms of identification are evidenced in staff records. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2495397

Provision sub-type: Children's home

Registered provider: Future Focused Ltd

Registered provider address: Future Focused Ltd, Crows Nest Business Park, Ashton Road, Billinge, Wigan, Lancashire WN5 7XX

Responsible individual: Neil Smith

Registered manager: Megan Smith

Inspector

Michelle McGrath, Social Care Inspector

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