

2507889

Registered provider: Outbound Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to care for one child who may have social and emotional difficulties.

One child has moved out of the home and one child has moved into the home during this inspection period. At the time of the inspection there was one child living in the home, who has lived here for a limited time. The child spoke to the inspector about their experiences living in the home.

The registered manager is suitably experienced and has been in post since November 2023.

Inspection dates: 12 and 13 March 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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: 12 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2024	Full	Good
07/02/2023	Full	Outstanding
10/03/2022	Full	Good
03/03/2020	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff create a warm, homely environment with photos on display of staff and the child throughout the home. The child is settling into the home and is beginning to build positive, trusting relationships with the staff team. The child said: 'Staff really care, and I have not had people really care about me before.'

The manager works with headteachers of virtual schools to find suitable schools for children. When children are not attending school, the manager ensures that creative home education plans are in place in the interim. Plans include tutoring and promote engagement, to aid confidence. This prepares children for the structured routines of school, encourages engagement, and reduces gaps in children's learning.

The child is registered with key healthcare professionals and is attending their appointments. When children refuse to attend health appointments, the staff speak to them about the importance of their health and the consequences of not getting treatment and reassure them they will be there to support them throughout appointments.

The manager considers the needs of a child moving into the home against the skills and abilities of the staff team. This ensures that staff can meet the needs of the child. When a child moved on from the home, the manager worked with authorities on providing a structured transition. The staff celebrated the child's time in the home with a meal and thoughtful gifts. This provided the child with a positive ending.

Children are provided with opportunities for fun activities. Staff encourage hobbies and interests for children, arranging horse riding, nature walks and gym sessions. This helps them learn new skills and form new interests.

The home's independent visitor takes the time to build trusting relationships with children. This allows children to have open discussions with them about their care and any concerns they have.

The home's gardens are well maintained, with bedding plants, ornaments, and outside seating. The child is encouraged to get involved in home projects, such as gardening, and is using their home-grown vegetables and herbs in their home cooking. This helps them to learn about healthy foods and provides a sense of achievement.

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

Children identify staff as trusted adults and approach them with their concerns. Staff respond to children's concerns warmly and sensitively.

Managers and staff manage allegations appropriately. Children's social workers are notified to ensure that children have the right support during the investigation process and referrals are made to professionals to allow for independent oversight. The outcomes of investigations are fed back to children. This reassures children that they are being listened to.

Staff know the individual missing plans for the children and follow them. Staff remain in contact with children when they are missing and encourage their return home. Staff look in known areas and check with family and friends. This lets children know that staff care about them. On one occasion, when staff failed to use the safety plans in place, the manager addressed this with staff to enable learning. Children are welcomed warmly when they return home, and staff ensure they are safe and well.

Children have access to specialist services for support in areas such as child sexual exploitation, child criminal exploitation and substance misuse. Staff ensure that services are updated with any relevant information and that multi-agency meetings are held if issues arise. The manager keeps a clear timeline of events, which is shared in meetings to ensure that a complete picture of the complex risks is understood by all involved. This ensures cohesive and proactive multi-agency working. Staff encourage children to engage with specialist professionals. This means children have access to the adults who are most able to help them. From work completed with one child, there has been an identified reduction in risks around child sexual exploitation and a reduction in episodes of going missing.

Staff training completed is specific to the identified needs of the children they care for. As a result, staff have a good understanding of children's risks and how to best respond when they are in crisis. However, safety plans do not always detail full risks for children, triggers, and clear steps for staff to follow should an incident arise, to enable new staff or those providing temporary cover to know all risks and how to respond effectively.

Staff use de-escalation effectively when children are in crisis. This means that restraint is not used in the home. Children can discuss incidents with someone who was not part of the incident. The manager reviews incidents to ensure that action taken was reasonable.

Consequences are rarely used in the home. When in place, they are restorative and help children to gain an understanding of other people's experiences through their actions. Some are put in place to keep children safe.

The effectiveness of leaders and managers: good

The manager is motivated and ambitious in her vision for the children. She has high expectations of the staff and is committed to improving outcomes for the children.

The manager has good oversight of the home. All reports and plans have evidence of management oversight. The manager completes monthly audit reports with clear actions

for the upcoming month. Checklists are also used weekly to oversee daily tasks. This ensures the home is operating within regulation.

Leaders and managers follow safer recruitment procedures. This confirms that staff are fully checked before being able to provide care to children.

Induction programmes for new starters are in place, ensuring that staff are aware of essential information to fulfil their role. This ensures staff are prepared to support children in the home. New staff are also paired up with the same experienced staff member during their induction. This provides consistency for children and support for new staff members.

The manager has a strong focus on team development. She uses research to devise training and development to help staff understand the effects of trauma. The manager and staff reflect on research and training in team meetings and supervision sessions. This allows staff to use what they have learned in their discussions with children. Development sessions are also completed with staff to ensure they have a thorough understanding of the home's policies and protocols and reporting and recording practices.

Staff receive regular supervision. Supervision sessions have a strong focus on outcomes for children. They are reflective and detailed, with clear actions set. Staff have high praise for the support and development they receive from the manager and enjoy working in the home.

Professionals report that they consult on a regular basis with staff and the manager. They say that communication between them and the manager is great, and they work well together to promote positive outcomes for the children.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(i)(ii)) Specifically, the registered person must ensure that children's risk plans contain all identified risks and clear steps for staff to follow should an incident arise.	24 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: 2507889

Provision sub-type: Children's home

Registered provider: Outbound Care

Registered provider address: Unit 2, Metropolitan Business Park, Preston New Road, Blackpool FY3 9LT

Responsible individual: Charles Fallah

Registered manager: Linda Chapman

Inspector

Renée Sims, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025