

2507889

Registered provider: Outbound Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider.

It is registered to provide care for one child who may have social and emotional difficulties.

One child is currently being cared for at the home. The inspector spoke with the child as part of the inspection.

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

Inspection dates: 27 and 28 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: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
12/03/2024	Full	Good
07/02/2023	Full	Outstanding
10/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff create a warm, welcoming environment, and the child appears relaxed and comfortable in this home. The child's bedroom is well furnished, and they personalise their space with photos and soft furnishings. During this inspection period, one child has moved out of the home, and another child has moved in.

The child is settling well into the home and is beginning to build positive, trusting relationships with the staff team. Staff are getting to know the child and were observed using gentle, persistent encouragement to support their engagement in their routines throughout the inspection.

Children's moves in and out of the home are well planned and positive. The manager carefully assesses the needs of the child moving in, alongside the skills and experience of the staff team. The manager speaks with the child's network and works collaboratively to plan a move that supports the child effectively. However, not all children arrive with statutory care plans that contain relevant information or the required professional signatures. This means that the manager and staff do not always have the necessary authority or clarity to act on behalf of the placing authority when delivering the child's day-to-day care.

The managers and staff promote children's education. Managers work closely with social workers and headteachers of virtual schools to find suitable school placements for children. When children are not attending school, the manager puts structured education plans in place at home, using resources sent by the school, educational activities and life skills sessions. This consistent approach helps children stay engaged in learning, maintain routine and prepare for the expectations of a formal school environment.

When a child has moved on from this home, they have experienced a planned move back to their hometown. Staff help children identify risks and develop alternative coping strategies when faced with challenges, enabling them to feel confident and secure in taking their next steps. The staff team celebrate the child's time at the home with a meal and thoughtful gifts that recognise their achievements.

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

Staff practice has remained consistent despite changes in the team over the past year. Staff complete detailed handovers both verbally and in writing. This means that communication across the staff group is clear, resulting in consistent boundaries in the home. This helps children to feel secure.

The staff have built positive, trusting relationships with the children. This enables children to talk openly to staff about past experiences. Staff respond appropriately and sensitively to children. The manager works closely with relevant professionals to ensure

that children receive the help they need and that any concerns are promptly reported and responded to. This approach helps children feel supported and listened to.

The children's emotional wellbeing is prioritised. Children are supported to attend regular therapy sessions. This is helping children to understand and manage difficult thoughts and emotions in a safe and constructive way.

No significant incidents have occurred during this inspection period. Staff have a good understanding of each child's individual risks and the strategies needed to support them. There are detailed risk management plans in place to guide and direct staff in crisis situations including substance misuse, aggression, self-harm, missing-from-home episodes and exploitation.

There is a good safeguarding culture being developed within the home. Staff demonstrate a good understanding of safeguarding and whistleblowing procedures. Safeguarding practices are routinely revisited during supervision. This ensures that safeguarding remains a central focus of staff practice.

Staff carry out direct work with children on internet safety, diet and healthy eating, child exploitation, substance misuse, anti-social behaviour and relationships. This supports children to recognise risks and understand consequences. It is helping them make informed choices about friendships, staying safe online and in the community, their health and how they spend their free time.

Staff respond appropriately to accidents and provide first aid when needed. Accidents are recorded clearly, and information is shared with relevant professionals.

Room searches follow children's safety plans, with the frequency agreed by the professional network. Staff explain the checks to children, so they feel less intrusive. Consequences are rarely used in the home. When they are used, they focus on keeping children safe and supporting healthy sleep routines.

The effectiveness of leaders and managers: good

There have been changes in the management of the home due to sickness. As a result, information has not always been shared consistently with the child's social worker, who reports that they do not always receive weekly updates. Leaders have put a management support plan in place to ensure that children and staff are supported. An interim manager, who is suitably experienced, has been overseeing the home since October.

Leaders and managers maintain oversight of the home, despite recent changes in management. Reports and plans show evidence of monitoring, and monthly and quarterly audits help leaders understand children's progress, identify practice shortfalls and put support in place. This ensures that children are receiving good-quality care.

Investigations into staff conduct and practice are thorough. Leaders and managers seek advice from relevant professionals to ensure that the appropriate action is taken and any concerns are addressed.

Team meetings take place monthly and are well attended. They are used to discuss current issues for the child, review recording and reporting processes, and ensure that staff remain familiar with the child's presenting risks and safety plans. The manager uses research-informed practice to deliver presentations that help staff understand the impact of trauma. This supports effective teamwork and provides consistency and stability in the child's care.

Induction programmes are in place for new starters, ensuring that staff understand the essential information they need to carry out their role. Staff are supported throughout their probation period by an experienced staff member, and regular reviews help identify any further learning or development needs. This means that staff are well prepared to support the child.

Staff receive regular, good-quality supervision. These sessions are supportive and focus on reflecting on practice, planning for the child and staff development. Annual appraisals consider staff performance and both personal and professional development. Staff report that they feel well supported and enjoy working in the home.

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)) Specifically, leaders and managers must ensure that statutory care plans are in place for all children living in the home that contain relevant information and are signed and dated by relevant professionals on the date of admission.	10 March 2026

Recommendation

- The registered person should ensure that there is close partnership working with all those responsible for protecting and caring for the child. In particular, they should ensure that the child's local authority and statutory social worker receive regular updates on the child's progress in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.3)

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

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