

2509473

Registered provider: Back on Track Childrens Services SE LTD

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 4 children who experience social and/or emotional difficulties. There were 2 children living in the home at the time of the inspection.

The home and the manager have been registered with Ofsted since February 2019.

Inspection dates: 20 and 21 January 2026

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	good
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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: 11 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Outstanding
04/10/2023	Full	Outstanding
07/02/2023	Full	Good
01/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive exceptionally good care and make excellent progress as a result. Staff are highly committed to meeting children's needs and understand the importance of providing individualised care. Staff ensure that children feel loved and not just looked after. All children said they like living at the home and that staff support them well.

Children live at this home for long periods and, therefore, experience stability. When children are ready to leave the home, staff ensure that their next home is the most suitable for them, whether this is in a fostering household, returning to their family or moving on to independent living. All children are well prepared and supported during their moves.

All children are enrolled in an education provision. The staff team's commitment to supporting children's education has had a positive impact on their participation and attendance. Staff make extensive effort to help children to achieve their best potential. In one example, a child has achieved bronze and silver Duke of Edinburgh awards and is working towards the gold. Furthermore, staff wholeheartedly support children to develop their talents and celebrate their success.

All children are well supported to develop their independent living skills. Staff are creative at finding suitable ways to engage children in learning and practising how to live more independently. Children are supported to find part-time jobs and volunteering opportunities in the community.

Staff value children's wishes and feelings, listen to them and respond in a proactive manner. For instance, when children said that they did not like formal children's meetings, staff found ways of gathering their views according to their preferences. Children are consulted regularly and they are a part of the development of the home. Children's bedrooms are personalised and reflect on their interests and hobbies.

The importance of family time is understood and promoted by staff. Children enjoy and benefit from spending time with their significant people. Staff promote and advocate for increase in family time, when this is in children's best interests.

Individual and group activities are captured in children's memory books that portray fun times and happy moments. This allows children to have memories that they can look back on in future. The children's holidays abroad were well thought through and an exceptional ending for children, who had lived at the home for many years.

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

Staff identify, understand and address children's vulnerabilities extremely well. Children and staff have strong and established relationships. This means that children can have open and honest conversations about how to continue to become increasingly safe.

There has been a drastic reduction in the frequency of incidents, where children are struggling with their emotions and demonstrating this through their behaviour. There has been no missing from home incidents or physical restraints since the last inspection. Despite this, staff continue to educate children about the risks associated with social media and other risks, for example those associated with accessing the community. Pre-planned and subject focused key-work sessions enable children to follow guidance from staff.

Staff are not risk averse and allow children to make, and learn from, mistakes. At these times, staff support children in a caring, therapeutic manner. Some children enjoy spending time in the community without staff supervision. This allows children to feel trusted and respected.

There have been no serious safeguarding concerns, allegations or complaints reported since the last inspection. This demonstrates that stability within the home is being maintained and children are protected from harm.

Recruitment practice is thorough with regards to the checks carried out to ensure that applicants are safe to work with children. Managers take steps to assure themselves that checks exceed the regulatory requirements. This provides an additional layer of safety and reduces the risk of inappropriate people working at the home.

The managers and staff tenaciously advocate for children and escalate their concerns, when they feel that decisions made by other professionals are not right for children and made with their best interests in mind.

The effectiveness of leaders and managers: good

The registered manager is dedicated to ensuring children's safety and wellbeing and is ambitious about what children can achieve. They have been in the post for several years, and this provides stability for children and staff.

Staff retention is exceptionally good, and no staff members have left in recent years. New staff have been carefully selected to ensure that they have the required experience and skills. There are no agency staff working at the home, which means that children experience consistently high-quality care. This contributes to them making excellent progress.

All staff receive training deemed mandatory by the organisation. Furthermore, the registered manager and the leaders identify and organise any additional training that is required to meet the specific needs of the children.

Staff supervision takes place at regular intervals. Staff are challenged to consider various safeguarding scenarios, and reflective practice is evident in staff supervisions. All staff are appraised annually.

The registered manager's oversight is mostly of a good quality. They ensure that management monitoring tasks are carried out in a timely way. However, there is a missed opportunity to ensure that staff are always using child-friendly language in documents.

Some of the staff working at the home are related to, or friends with, each other. While this is being managed appropriately, the complexities of some of these dynamics have not been fully explored or reviewed within conflict of interest risk assessments.

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, 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(h)) In particular, the registered manager should ensure that staff are supported to use child-friendly language in their report writing. Furthermore, the registered manager should ensure that conflict of interest risk assessments are completed thoroughly and kept under review.	28 March 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: 2509473

Provision sub-type: Children's home

Registered provider: Back on Track Childrens Services SE LTD

Registered provider address: 185 Dover Road, Walmer, Deal CT14 7NB

Responsible individual: Sophie Seymour

Registered manager: Katie Hinkins

Inspectors

Sonata Brisley, Social Care Inspector

Sheniz Hudaverdi, Social Care Inspector

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