

2510201

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 offers care for up to two children who experience social and emotional difficulties.

At the time of this inspection, one child was living at the home.

The manager registered with Ofsted on 9 July 2024.

Inspection dates: 9 and 10 July 2025

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: 1 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2024	Full	Good
17/10/2023	Full	Good
17/01/2023	Full	Good
07/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from planned moves into the home, which involve visits and opportunities to meet staff before they move in. The child living at the home is settled, having experienced several moves in the past. The child has developed strong relationships with staff in the home, which has provided them with a sense of security and stability.

The home is clean, and the child's bedroom is personalised and has been decorated with their views in mind. Photos of people who are important to the child are displayed in the home.

Children are supported in developing independence skills. They help with meal plans and are encouraged to get involved in food preparation. Children are also rewarded for learning skills that will support them as they get older.

Staff know the children they care for and take an active role in promoting their interests. As a result, children have opportunities to play golf, watch football matches, and visit the local gym. Staff also take an interest in children's friendships and support opportunities for children to spend time with the people who are close to them. This includes regular contact with family members.

Children are encouraged to access education. When children are not attending education, managers work with others to identify education and employment opportunities. Staff ensure that children have daily routines and activity plans that support their learning. However, the current routines and activity plans do not sufficiently demonstrate the work that children are doing to achieve their goals.

Children's emotional needs are supported, and they feel comfortable expressing their thoughts and feelings. If children are unhappy, staff are attentive to their needs and explore solutions with mental health services.

Children who move out of the home benefit from well-planned transitions and keep in contact with staff.

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

Staff have access to children's behaviour management plans, individualised risk assessments and missing-from-home plans. Staff use these to help minimise children's risks. Documents are reviewed and updated following any incidents to ensure that changes in behaviour are understood and strategies are updated.

Staff use de-escalation techniques effectively; therefore, physical interventions have not been used. Children benefit from positive reinforcement, and there is an emphasis on strength-focused approaches, with children receiving rewards for their achievements.

Children are supported in understanding risks. Their views are explored comprehensively, and meaningful key-work sessions are carried out with children. This includes work on sexual health, substance misuse and relationships. Staff are confident in addressing sensitive issues while promoting children's social and emotional development.

The effectiveness of leaders and managers: good

The manager is appropriately qualified and experienced. She is enthusiastic about children's care and advocates effectively to ensure that their needs are met. Staff report high morale, with managers having an open-door policy if they have any concerns.

Staff benefit from a structured induction and probation period that evidences their skills. The manager maintains a workforce development plan that is regularly reviewed to ensure that staff training remains relevant to children's needs. Staff training and professional development are promoted, with progress monitored and opportunities provided for them to enhance their skills.

Staff attend monthly team meetings that include research-based discussions. They are complemented by monthly supervision sessions and annual appraisals. Annual appraisals include children's views. However, they would be further enhanced with the views of external professionals.

The home has a strong and stable staff team that is appropriately balanced in terms of gender and experience. The home is enhanced by a small bank staff team, which means there has been no use of agency staff. This supports cohesive practice and consistency for 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers. (Regulation 8 (1) (2)(a)(i)(ii)(iii)) Specifically, the registered manager should make sure that children's education plans are reviewed regularly to ensure that they adequately support children in accessing education, training and employment opportunities.	31 August 2025

Recommendation

- The registered person should ensure that staff appraisals consider, where reasonable and practical, the views of other professionals who have worked with the staff member over the year. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.5)

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: 2510201

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: Ian Chadwick

Registered manager: Suzanna Hargreaves

Inspector

Jon Dutton, Social Care Inspector

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