

2516349

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 provides care for up to 2 children who experience 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 post has been vacant since December 2025. There has been a new manager in post since December 2025 who plans to register with Ofsted.

Inspection dates: 10 and 11 February 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: 13 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2025	Full	Good
21/02/2024	Full	Good
21/02/2023	Full	Outstanding
08/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved into the home, and one child has moved out. Children live at this home for a long time. When children move on from the home, they transition to foster families. This provides them with the opportunity for extended stability and continuity of care.

Children have positive and stable relationships with the staff, who know them well. One child said, 'The staff are nice, care, and help with my independence skills and I am happy here.' One external professional said, 'Staff have positive relationships with children and are very child centred.' Interactions between staff and the children are warm, friendly and supportive. For example, they were observed helping a child to read care instructions on clothing before washing. This supports children with their independence skills.

The manager carefully considers the needs of any child moving into the home, alongside those of the child already living there, the skills and abilities of the staff team and any risks associated with the local area. They engage the child's wider network and share detailed information about the home. Staff meet with the child before they move into the home. This helps children feel valued and welcomed.

Staff plan children's moves with care and structure, ensuring moves to foster care are positive and well supported. The manager and staff work closely with the child's network to develop a clear and detailed transition plan. This preparation helps the child adjust to change and begin building relationships with potential foster carers before the move takes place. Staff celebrate the child's time at the home with a celebratory meal and thoughtful gifts, providing a positive ending to their time at the home.

The manager works effectively with social workers and the headteachers of virtual schools to secure suitable education provisions for children. As a result, one child who was previously out of education is now being supported by staff to attend full time. Another child is progressing well at college and has achieved qualifications that have enabled them to move on to a course aligned with their chosen career.

Children are supported to develop a wide range of life skills, including budgeting, cooking, travelling, completing household tasks and spending time independently. This helps prepare them for planned moves into semi-independent living. They enjoy a variety of activities, such as cinema trips, fishing, the gym, football and holidays, all of which help build their confidence and talents. Staff create memory books to capture each child's time at the home, and they recognise the importance of friendships, supporting children to spend time with friends in the community.

Staff create a warm and homely environment where children feel relaxed and comfortable. The home is well maintained and appropriately furnished. Photos of

children and staff contribute to a welcoming atmosphere. However, the garage is cluttered because it is being used to store discarded household items, which detracts from the otherwise positive environment.

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

Children are supported to develop positive, caring and trusting relationships with staff. The trust that staff build with children enables them to discuss sensitive subjects, including romantic relationships, puberty and internet use. Staff approach these topics sensitively, helping children to express their views openly and to consider the advice and guidance offered.

Although there have been some changes within the staff team over the past year, staff practice has remained consistent. Communication between staff is clear, resulting in consistent boundaries in the home. This helps children to feel secure.

Allegations are taken seriously. Managers work closely with relevant professionals to ensure that investigations are thorough, and children receive the right support during investigations. This helps to reassure children that they are being listened to and taken seriously.

Leaders and managers carry out investigations into staff conduct thoroughly and take appropriate action to address any concerns. They provide support where needed and seek guidance from relevant professionals to ensure that decisions lead to the right outcomes and contribute to improved staff practice.

Staff understand the children's individual risks and strategies in place to support them. There are detailed risk management plans in place to guide and direct staff in crisis situations related to the children's risks.

Staff understand safeguarding and whistleblowing procedures well. Managers revisit safeguarding regularly in supervision sessions, keeping it central to staff practice. Leaders and managers follow safer recruitment processes. This ensures that they are fully assured of each staff member's integrity and character before they are allowed to work with children.

Significant incidents are rare. When they do occur, they are managed well, with staff responding appropriately and sensitively to the children involved. Managers seek support from the children's networks and, when necessary, the police, ensuring that children receive the right help. Staff complete follow-up work sensitively, helping children to identify risks to themselves and others and to understand potential consequences. However, managers do not always notify the regulator when a serious incident occurs. This prevents the regulator from maintaining full oversight of incidents at the home.

The effectiveness of leaders and managers: good

A new, suitably experienced manager now leads the home and brings a strong understanding of the organisation's policies, procedures and recording systems. To ensure a seamless handover, the manager worked alongside the previous manager for 4 weeks. During this time, the former team leader was promoted to deputy manager, providing continuity and stability for children, staff and professionals.

The new manager and deputy manager bring strong motivation and a clear vision for the home. They have quickly produced an action plan and are already making progress. They have updated the home's workforce plan, identified staff strengths and development needs, and introduced support plans to strengthen practice. The manager remains focused on improving outcomes for children and supporting staff development.

The managers have strong oversight of the home. Reports and plans clearly demonstrate the manager's monitoring and understanding of practice. The manager and deputy meet weekly to plan the week ahead, and they use monthly independent visitor reports as an additional monitoring tool. They also complete monthly audits, and the responsible individual undertakes quarterly quality assurance checks. This layered approach helps the manager ensure that staff provide good-quality care and that the home operates in line with regulations.

There are clear induction programmes in place to support new starters and ensure that they acquire the skills and training to fulfil their roles. Staff are supported throughout their probation period by an experienced staff member, and regular reviews help identify any further learning or development needs.

Staff receive regular supervision, which is reflective and supportive. Annual appraisals focus on individual development, and the manager seeks feedback from children and professionals to help evaluate staff performance. Staff report that they feel fully supported by the managers and enjoy working at the home.

Monthly team meetings support consistent practice and cohesive teamwork. They are generally well attended, and when staff cannot be present, the manager ensures they receive and read the minutes. Meetings focus on children's needs, support strategies, risk assessments, routines and expectations about recording and reporting. The manager and deputy also deliver presentations to strengthen children's independence programmes and review therapeutic models of care to support practice.

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 quality and purpose of care standard is that children receive care from staff who— requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1) (2)(c)(i)) Specifically, leaders and managers are to ensure that the home's garage is clear of clutter and not used to store damaged or broken household items.	24 March 2026
The registered person must notify HMCI and each other relevant person without delay if an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	24 March 2026

Recommendation

- The registered person should ensure that all children's case records, such as personal education plans, are kept up to date and stored securely in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 14.3)

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: 2516349

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:

Registered manager: Benjamin Carr

Inspector

Renée Sims, Social Care Inspector

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