

2520922

Registered provider: Hennessy Living Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated. It provides care for up to 6 children who may experience social and emotional difficulties, and who may have mental health issues.

The manager registered with Ofsted in January 2025.

At the time of the inspection, 6 children were living in the home. The inspector spoke with 5 children during the inspection.

Inspection dates: 14 to 15 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	good
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The effectiveness of leaders and managers	outstanding
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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: 26 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2024	Full	Good
26/09/2023	Full	Good
04/04/2023	Full	Inadequate
03/10/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress from their individual starting points. Children who have been out of education for significant periods are now attending and gaining qualifications and awards. This is because staff are relentless in their approach to help children succeed. One professional shared that the manager's determination to seek out assessments for one child was pivotal in securing their education place.

The home environment is warm and welcoming for children. It is a family like home with the presence of the children felt throughout. Children are provided with ample space to enjoy time alone and with their peers. Children are proud of their home and take pride in their personalised bedrooms. The home is enriched with an abundance of photographs of children, their achievements and experiences. This helps children to have a sense of belonging.

Staff provide a safe and nurturing environment, which enables children to embrace their childhood. Building positive relationships is an important focus for staff. Their approach provides children with genuine love and care. Staff come into the home when they are not working to celebrate children's achievements or support them when they are struggling. One professional said, 'The staff really care about the children, and they will go the extra mile so that the children know they are very much valued.'

Children participate in a wide range of activities that they choose to do, both individually and as a group. Staff are mindful of children's needs and nurture their individuality by encouraging their likes and interests through personalised activities and days out. This helps children to develop their confidence and social skills.

Staff go above and beyond to support children to develop relationships with people who are important to them. Staff have supported one child to reconnect with their family in a planned and sensitive way. One family member said, 'Staff have been amazing with us, they listen to us and keep us involved.' Another parent said, 'It is a fantastic home, they put my child first but also support me, which makes me feel involved in their life.'

When children move in or out of the home, the manager carefully considers their needs alongside the other children in the home. Children are consulted about changes and thorough assessments take place to make sure that staff can meet all the children's needs living together. New children who have moved to the home are now settled and making solid progress. This is because the skilled staff are patient and understand children's past experiences of trauma.

When children leave the home, excellent planning together with staff strongly advocating for children ensures that children are at the centre of decision-making. For one child, this meant that their plan was reviewed and they successfully moved to live with a foster family. The manager advocates for children and supports them through the transition

before, during and after their move. Staff also continue to provide emotional and practical support to children and their families after the children have moved on. This wrap around support promotes stability for children over the longer term.

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

Good quality risk assessments and plans help staff to understand and respond to each child's individual risks. Assessments are up to date and contain clear guidance for staff to follow. Children are involved in creating their plans and how they would like staff to respond to them. This allows staff to intervene effectively when a child is at risk of harm, helping children to be safer.

When children go missing from home, staff take effective action. Staff actively search for children and work closely with their families to help them to return home safely. This is then followed up through educational discussions with staff. These help children to better understand risks. As a result, episodes of going missing have reduced for one child.

When children struggle with their emotions, staff respond promptly. Staff's sensitive approach helps children to share their feelings. When children do harm themselves, staff pro-actively seek out appropriate help. This is further supported through staff working closely with health professionals. For two children, the manager has sought out bespoke therapy through the organisation's own psychologist. Children have received thoughtful and timely support, which has led to a significant reduction in self-injurious behaviours for one child.

When children make an allegation against staff, the manager completes a full investigation. This is followed up by working with multi-agency professionals to give the child an opportunity to speak to an independent person. The children's needs and learning actions for staff are carefully considered and then followed up with restorative work between the member of staff and the child. This helps children to feel listened to.

Staff check children's bedrooms when there are concerns for their safety. Staff respond appropriately and remove items of concern from their bedrooms. However, staff do not always record clearly what has been observed and taken, when these checks are completed.

The effectiveness of leaders and managers: outstanding

The manager is aspirational for the children in the home. Her excellent leadership inspires a highly nurturing and supportive culture. The manager ensures that the staff continue to provide children with high levels of individualised care. Feedback from all professionals is overwhelmingly positive, with one professional saying, '[Name of manager] is one of the most pro-active managers that I work with.'

Staff enjoy working in the home and say that they feel supported by a committed manager. Staff receive regular, reflective supervision sessions and yearly appraisals. One

staff member said, 'I love my job.' Another said, 'The management team supported me with compassion and understanding.' Furthermore, the manager takes into consideration staff's wellbeing and ensures that workplace adjustments are in place when needed, to support staff to succeed in their roles.

Training for the team goes beyond the provider's core learning objectives. Additional training to meet children's specific needs has been sought out by the manager. For example, staff receive advice from a psychologist, which is based on research specific to the children's individual needs. Furthermore, staff have individual access to therapeutic advice and support to help embed their knowledge and respond consistently to children's ever-changing needs.

The manager has excellent monitoring and oversight of the quality of care provided to children. She uses learning from audits and practice to continuously improve the children's experiences and identify new ways to develop staff skills. This is taken one step further through using research projects specific to children's experiences. This is fed through to the staff to help them respond to children in the right way.

The manager's oversight of all safeguarding incidents is well recorded, and clear actions are identified that are fed through to staff and presented at team meetings. Discussions with the team give staff clear messages about expectations and ensure that high standards of care and safeguarding practices are maintained.

Leaders and managers have excellent working relationships with partner agencies. Feedback from professionals has been exceptionally positive. One professional said, 'I think other people could learn from what they are doing with how they build relationships and how they support children'. Another professional said, 'The staff are fantastic, supportive and share updates quickly.' This collaborative approach helps improve the lives of children.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff keep a record of all observations when children's bedrooms are searched to ensure that children are not subject to unnecessary invasions of their privacy. ('Guide to the Children's Homes Regulations, including the quality standards', page 19, paragraph 3.36)

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: 2520922

Provision sub-type: Children's home

Registered provider: Hennessy Living Group Limited

Registered provider address: Rickleton 1B, Bowes Offices, Lambton Park, Chester Le Street DH3 4AN

Responsible individual: Simon Duffy

Registered manager: Sally Britton

Inspector

Natalie Clark, Social Care Inspector

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