

2542024

Registered provider: Proactive Care (Manchester) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this children's home. The home provides care for up to two children with social and emotional difficulties.

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

The home registered with Ofsted in August 2019.

Inspection dates: 3 and 4 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: 10 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2024	Full	Good
04/03/2024	Full	Good
28/02/2023	Full	Good
01/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child enjoys warm, trusting relationships with staff, who create a calm and nurturing environment. This helps the child settle quickly and feel a strong sense of belonging.

The child and their family report feeling well supported and valued. This is reflected in the improvements in the child's emotional stability and behaviour.

The child is making progress in their emotional, social and behavioural development and is becoming more settled. Staff support independence through focused work that builds practical life skills and prepares the child for semi-independent living.

Staff encourage the child's interests and talents, supporting participation in sports, creative activities and therapeutic sessions. The child's achievements are celebrated, and key work helps strengthen the child's confidence, identity and aspirations.

Staff actively support and encourage the child to engage in education. Staff work consistently with schools and alternative providers to secure suitable options for the child. Their ongoing support helps the child re-engage with learning over time.

The child's health needs are monitored closely. Staff encourage and support the child to attend routine appointments, follow healthy routines and access emotional or therapeutic support. Staff offer gentle encouragement and alternative ways to communicate to the child to ensure that their health needs are met.

Moves in and out of the home are handled sensitively. Children moving in receive clear introductions, while those moving on are supported to understand next steps and develop necessary skills. As a result, children experience greater stability, improved wellbeing and better long-term prospects.

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

Staff understand the child's risks and work therapeutically to help them feel safe. Staff build trusting relationships and consistent routines, they reduce distress, and they prevent escalation, resulting in the child engaging in fewer risk-taking incidents. Staff support the child to reflect on unsafe behaviour through planned direct work, helping them understand consequences and learn how to stay safe.

Staff apply clear boundaries and apply these consistently, allowing staff to respond quickly to any concerns raised by the child.

The manager and staff follow required procedures when allegations are made. Staff support the child through the process. Staff receive guidance to ensure that they feel listened to. This provides opportunities for staff learning and reflection.

Staff use effective de-escalation that aligns with the child's behaviour support plan, meaning physical intervention has not been necessary. Staff are trained in the use of physical intervention and only use it as a last resort.

When the child goes missing, staff act swiftly, follow procedures and maintain communication with the child. Involved professionals are notified quickly and debriefs help the child understand risks and make positive changes.

Health and safety in the home is monitored effectively. Room searches are carried out proportionately, and the child benefits from sensitive support that helps them to help maintain safer routines.

The effectiveness of leaders and managers: good

The registered manager has created a caring, child-focused culture in which the child's needs guide everyday practice. The manager provides clear structure, stability and strong oversight, which has strengthened the quality of care. Staff speak positively about the manager's supportive leadership and report that the manager has made a significant impact on rebuilding morale.

The registered manager has a strong understanding of the child's needs and progress. Their oversight ensures plans are timely and closely aligned with what the child requires. When external agencies are slow to respond, the manager and staff advocate appropriately on the child's behalf.

Staff receive regular, reflective supervision that addresses wellbeing, training and children's progress. However, the written records lack clear, measurable actions, making it harder to monitor development over time. Monthly team meetings with therapeutic input strengthen reflective practice.

Staff training is current, and additional therapeutic learning helps deepen their understanding of trauma and behaviour. This equips staff to respond confidently to the child's emotional needs.

Safe staff recruitment processes are not always followed and there are some inconsistencies in recruitment practices. Managers do not always comprehensively verify written references. This means staff are not always recruited safely.

The manager has a good understanding of the home's strengths and weaknesses and continues to refine systems to ensure children receive high-quality care that aligns with the statement of purpose.

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 recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(a)(b)(c)(d)) The provider must ensure that staff are recruited safely and references are fully explored.	30 Sep 2026

Recommendations

- The registered person must have systems in place so that all staff receive supervision of their practice which allows them to reflect on their practice and the needs of the children assigned to their care, along with measurable actions. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 2542024

Provision sub-type: Children's home

Registered provider: Proactive Care (Manchester) Limited

Registered provider address: Suite D, 6th Floor, 1 Wellington Road North, Stockport SK4 1AF

Responsible individual: Ashley O'Leary-Jones

Registered manager: Jordan Simpson

Inspector

Paul McKay-Smith, Social Care Inspector

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