

# 2543640

Registered provider: Life Change Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and managed by a private company. It offers care for up to three children who may experience social and emotional difficulties.

At the time of this inspection, three children were living in the home.

The manager registered with Ofsted in December 2024.

### Inspection dates: 12 and 13 August 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 17 September 2024

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 17/09/2024      | Full            | Requires improvement to be good |
| 29/08/2023      | Full            | Good                            |
| 26/09/2022      | Full            | Good                            |
| 15/12/2021      | Full            | Good                            |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The children living in this home are supported to make progress by a stable staff team, who know them well. Children share positive relationships with staff and enjoy spending time with individual members of the staff team. Children say that the best thing about living in this home is the staff.

Children are engaged in suitable educational settings and are making meaningful progress. They are encouraged to take ownership of their learning and receive support to express their views and emotions when improvements are needed. Staff maintain strong relationships with each child's educational provider. When barriers to learning arise, staff advocate on behalf of the children to ensure that they get the right support at the right time.

Children are supported to pursue their passions and interests. Those with a love for music participate in DJing, rapping, and even recording their own tracks. Children who enjoy physical activity regularly go on bike rides and spend time trampolining. Staff consistently offer encouragement and motivation to explore new experiences and broaden their horizons.

Children spend time in the community with their friends and their relationships with family are well supported by staff who understand the importance of these relationships. One family member said, 'I think staff are fantastic and I know that they really care about and understand [name of child].'

Staff ensure that children's health needs are met. Children are listened to when making decisions about their own health. Staff know how to safely administer prescribed medications. However, there was no clear guidance or instructions in place for staff to follow to safely manage medication.

Children live in a home that is spacious and well decorated, and children's bedrooms are a source of pride for the children living there. However, some areas of the home reflect wear and tear of a busy, family environment and require maintenance to sustain the overall feel of the home.

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

Staff know and understand the children's presenting risks well. Staff complete regular and targeted work with children to help them keep themselves safe and manage their emotions. As a result, incidents have reduced since the last inspection.

The use of physical intervention has decreased, reflecting a more proactive and supportive approach to behaviour management. Following any intervention, children receive appropriate care, and their views are actively sought and considered. The

manager consistently reviews all incidents involving physical intervention and ensures that any learning is shared with staff to improve practice.

There have been three instances of children going missing from the home. In each case, staff have followed the child's individual risk assessment and provided support to ensure their safe return. Records of these incidents are comprehensive, capturing both staff and managerial reflections on what was effective. Staff also engage in direct work with the child to explore their experiences, using these insights to help reduce the likelihood of future occurrences.

There has been one incident where police assistance was used to help manage a child's behaviour. This incident resulted in the child's placement ending. The manager did not identify or address any learning with staff, and this was a missed opportunity to help the child rebuild positive relationships with staff and learn how to better manage conflict.

### **The effectiveness of leaders and managers: good**

The registered manager is suitably qualified and experienced and knows the children well. The manager leads by example to create a nurturing environment for the children, who all identify her as a person who helps them feel safe.

Staff express genuine enjoyment in working at the home and receive support from the manager. Staff development is a clear priority, with the manager actively recognising and utilising individual strengths across the team to promote and share best practice. Regular team meetings and supervision sessions offer opportunities for staff to reflect on their care of the children. These sessions provide tailored guidance and support for each staff member.

A range of training is available to ensure that staff can meet the diverse needs of the children. The manager takes a proactive approach in identifying and sourcing relevant training opportunities, and staff are encouraged to continually expand their knowledge. Staff report that the training is helpful, and they are able to request additional learning opportunities based on the needs of the children they support.

## 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       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; and</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(x)(xi))</p> <p>In particular, the registered person must ensure that children are always supported to develop and rebuild positive relationships with their peers and staff following any incident, and that any learning identified within staff practice is supported through supervision.</p> | 9 October 2025 |

### Recommendations

- The registered person should have assessments in place which provide sufficient detail and guidance for staff to follow when administering prescribed medication to

children. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.17)

- The registered person should ensure that there is a sufficient review of any placement breakdowns and that lessons learned are shared with the staff team. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should ensure that the home's décor is well maintained to reflect that of a warm and nurturing family environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 13.9)

## **Information about this inspection**

The inspector has 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:** 2543640

**Provision sub-type:** Children's home

**Registered provider:** Life Change Care Limited

**Registered provider address:** 47 Bedwin Street, Salisbury SP1 3UT

**Responsible individual:**

**Registered manager:** Jacqueline Chisnall

## Inspector

Justina Henry, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2025